

Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** have to be submitted using this document

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implements change(s)



3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Model Instance Name:
 DOL DOORS Job App Survey
 MID: sYgsZtEEExEo089wZc8wN4A==
 Date: 8/15/2008

DOL DOORS Job App Survey MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Job Application Process	Satisfaction	Recommend
1 Please rate how easy it is to apply for a job on this site. 2 Please rate the clarity of the instructions for applying for a job on this site. 3 Please rate the clarity of your progress in the job application process.	20 What is your overall satisfaction with this site? 21 How well does this site meet your expectations? 22 How does this site compare to your idea of an ideal website?	How likely are you to recommend this site to someone else? Return How likely are you to return to this site?
Job Descriptions		
4 Please rate the clarity of the job descriptions on this site. 5 Please rate the level of detail provided for each job description on this site. 6 Please rate the relevancy of the information provided for each job description on this site.		
Job Search		
7 Please rate the usefulness of job listings on this site. 8 Please rate the amount of applicable job listings on this site. 9 Please rate the organization of job listings on this site.		
10 Please rate how the job search feature helps you to narrow the results to find listings you want.		
Look and Feel		
11 Please rate the readability of the pages on this site. 12 Please rate the visual appeal of this site. 13 Please rate the balance of graphics and text on this site.		
Navigation		
14 Please rate how well the site is organized. 15 Please rate how well the site layout helps you find what you are looking for. 16 Please rate the options available for navigating this site.		
Site Performance		
17 Please rate how quickly pages load on this site. 18 Please rate the consistency of speed from page to page on this site. 19 Please rate the ability to load pages without getting error messages on this site.		

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10 Please rate how the job search feature helps you to narrow the results to find the job listings you want.		
Look and Feel		
11 Please rate the ease of reading this site. Please rate the readability of the pages on this site.		
12 Please rate the clarity of site organization. Please rate the visual appeal of this site.		
13 Please rate the clean layout of this site. Please rate the balance of graphics and text on this site.		
Navigation		
14 Please rate the degree to which the number of steps to get where you want is acceptable. Please rate how well the site is organized.		
15 Please rate the ability to find information you want on this site. Please rate how well the site layout helps you find what you are looking for.		
16 Please rate the ease of navigation on this site. Please rate the options available for navigating this site.		
Site Performance		
17 Please rate the speed of loading the page on this site. Please rate how quickly pages load on this site.		
18 Please rate the consistency of speed on this site. Please rate the consistency of speed from page to page on this site.		
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pink: ADDITION
blue + -->: REWORDING

DOL DOORS Job App Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
C7250		Are you currently a Federal employee?	Yes, Federal employee of DOL Yes, Federal employee not of DOL No, but I have worked for the Federal Government in the past No, I have never worked for the Federal Government		Drop down, select one	Single	Y
C7251		How frequently do you look at DOL job postings?	First time Daily Weekly Monthly Less than once a month		Drop down, select one	Single	Y
C7252		During the last 6 months, have you applied for other jobs online?	Yes, other DOL jobs Yes, other private sector jobs Yes, other federal jobs No	A	Checkbox, two-up vertical	Multi	Y
ACQLiv0012505	A	How does the DOL job application process compare to other Federal job application processes?	Much easier Slightly easier About the same Slightly more difficult Much more difficult Not applicable	B B	Radio button, one-up vertical	Single	Y
ACQLiv0012506	B	What specifically about the DOL job application process is more difficult than other Federal job application processes?			Text Area		No
ACQLiv0012507		How would you rate the ease of searching for job postings that meet your criteria?	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
ACQLiv0012508		Was the level of description in the job announcement too much, too little, or about right?	Too much Too little About right		Radio button, one-up vertical	Single	Yes
ACQLiv0012496		Please rate the ease of submitting your resume.	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes

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ACQLiv0012497		What one change would make submitting your resume easier?			Text Area		No
C7256		Please rate the ease of use of answering and saving your DOL-specific questions.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
CWS01456 Remap existing CQID that we unmapped in May		Please rate the ease of submitting your supplemental documentation.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
C7258		If you contacted the vacancy announcement point of contact , please rate your level of satisfaction with the customer service provided.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Not applicable		Radio button, scale, has don't know	Single	Y
C7259		If you contacted the DOORS Help Desk (DOORS@dol.gov), please rate your level of satisfaction with the customer service provided.	1=Poor 2 3 4 5 6		Radio button, scale, has don't know	Single	Y

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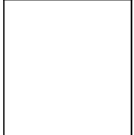
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			7 8 9 10=Excellent Not applicable				
CWS01457		Were you able to complete your application ?	Yes No In part	C	Drop down, select one	Single	Y
ACQLiv0012510	C	Please rate the ease of obtaining your application status .	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
ACQLiv0012511		Identify one improvement that would make the DOL job application process better.			Text Area		No



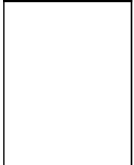
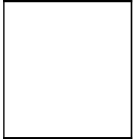
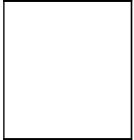
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C7250		Are you currently a Federal employee ?	Yes, Federal employee of DOL Yes, Federal employee not of DOL No, but I have worked for the Federal Government in the past No, I have never worked for the Federal Government		Drop down, select one	Single	Y
C7251		How frequently do you look at DOL job postings?	First time Daily Weekly Monthly Less than once a month		Drop down, select one	Single	Y
C7252		During the last 6 months, have you applied for other jobs online ?	Yes, other DOL jobs Yes, other private sector jobs Yes, other federal jobs No	A	Checkbox, two-up vertical	Multi	Y
ACQLiv0012 505	A	How does the DOL job application process compare to other Federal job application processes?	Much easier Slightly easier About the same Slightly more difficult Much more difficult Not applicable	B B	Radio button, one-up vertical	Single	Y
ACQLiv0012 506	B	What specifically about the DOL job application process is more difficult than other Federal job application processes?			Text Area		No
ACQLiv0012 507		How would you rate the ease of searching for job postings that meet your criteria?	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
ACQLiv0012 508		Was the level of description in the job announcement too much, too little, or about right?	Too much Too little About right		Radio button, one-up vertical	Single	Yes
ACQLiv0012 496		Please rate the ease of submitting your resume.	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQLiv0012 497		What one change would make submitting your resume easier?			Text Area		No
C7256		Please rate the ease of use of answering and saving your DOL-specific questions.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
ACQLiv0012 509		Please rate the ease of submitting your supplemental documentation.	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
CWS01456 Remap existing CQID that we unmapped in May		Please rate the ease of submitting your supplemental documentation.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
C7258		If you contacted the vacancy announcement point of contact , please rate your level of satisfaction with the customer service provided.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Not applicable		Radio button, scale, has don't know	Single	Y

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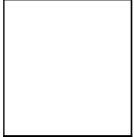
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C7259		If you contacted the DOORS Help Desk (DOORS@dol.gov), please rate your level of satisfaction with the customer service provided.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Not applicable		Radio button, scale, has don't know	Single	Y
CWS01457		Were you able to complete your application ?	Yes No In part	C	Drop down, select one	Single	Y
ACQLiv0012 510	C	Please rate the ease of obtaining your application status .	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
ACQLiv0012 511		Identify one improvement that would make the DOL job application process better.			Text Area		No



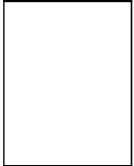
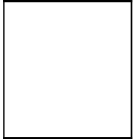
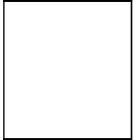
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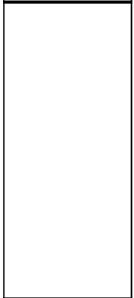
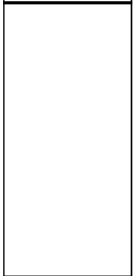
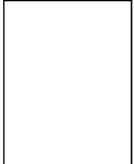
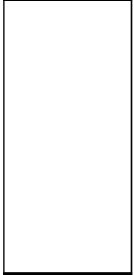
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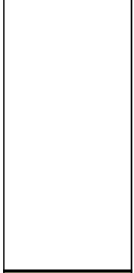


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Model Instance Name:
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 MID: sYgsZtEEExEo089wZc8wN4A==
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C7250		Are you currently a Federal employee ?	Yes, Federal employee of DOL Yes, Federal employee not of DOL No, but I have worked for the Federal Government in the past No, I have never worked for the Federal Government		Drop down, select one	Single	Y
C7251		How frequently do you look at DOL job postings?	First time Daily Weekly Monthly Less than once a month		Drop down, select one	Single	Y
C7252		During the last 6 months, have you applied for other jobs online ?	Yes, other DOL jobs Yes, other private sector jobs Yes, other federal jobs No	A	Checkbox, two-up vertical	Multi	Y
NEW	A	How does the DOL job application process compare to other Federal job application processes?	Much easier Slightly easier About the same Slightly more difficult Much more difficult Not applicable	B B	Radio button, one-up vertical	Single	Y
NEW	B	What specifically about the DOL job application process is more difficult than other Federal job application processes?			Text Area		No
C7253		If you have applied for other Federal jobs, how does the DOL job application process compare with other Federal job application processes you've used?	1=Much harder 2 3 4 5 6 7 8 9 10=Much easier Not applicable		Radio button, scale, has don't know	Single	Y
NEW		How would you rate the ease of searching for job postings that meet your criteria?	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
C7254		Please rate the ease of use of searching for job postings.	1=Very hard 2 3 4		Radio button, scale, has don't know	Single	Y

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			5 6 7 8 9 10=Very easy Not applicable				
NEW		Was the level of description in the job announcement too much, too little, or about right?	Too much Too little About right		Radio button, one-up vertical	Single	Yes
NEW		Please rate the ease of submitting your resume.	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
NEW		What one change would make submitting your resume easier?			Text Area		No
C7255		Please rate the ease of submitting your resume.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
C7256		Please rate the ease of use of answering and saving your DOL-specific questions.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y

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C7257		Please rate the ease of use of submitting your DOL job application.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
NEW		Please rate the ease of submitting your supplemental documentation.	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
CWS01456		Please rate the ease of submitting your supplemental documentation.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
C7258		If you contacted the vacancy announcement point of contact , please rate your level of satisfaction with the customer service provided.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Not applicable		Radio button, scale, has don't know	Single	Y
C7259		If you contacted the DOORS Help Desk (DOORS@dol.gov), please rate your level of satisfaction	1=Poor		Radio button, scale, has don't know	Single	Y

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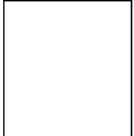
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		with the customer service provided.	2 3 4 5 6 7 8 9 10=Excellent Not applicable				
CWS01457		Were you able to complete your application?	Yes No In part	A- C	Drop down, select one	Single	Y
CWS01458	A	Please rate the ease of obtaining your application status:	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
NEW	C	Please rate the ease of obtaining your application status.	Easy Neither easy nor difficult Difficult Not applicable		Radio button, one-up vertical	Single	Yes
NEW		Identify one improvement that would make the DOL job application process better.			Text Area		No



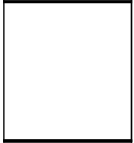
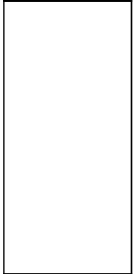
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C7252		During the last 6 months, have you applied for other jobs online ?	Yes, other DOL jobs Yes, other private sector jobs Yes, other federal jobs No		Checkbox, two-up vertical	Multi	Y
C7253		If you have applied for other Federal jobs, how does the DOL job application process compare with other Federal job application processes you've used?	1=Much harder 2 3 4 5 6 7 8 9 10=Much easier Not applicable		Radio button, scale, has don't know	Single	Y
C7254		Please rate the ease of use of searching for job postings .	1=Very hard 2 3 4		Radio button, scale, has don't know	Single	Y

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 MID: sYgsZtEEExEo089wZc8wN4A==
 Date: 4/22/2009

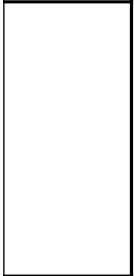
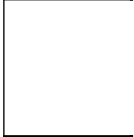
~~red & strike-through~~: DELETE
underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

DOL DOORS Job App Survey CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			5 6 7 8 9 10=Very easy Not applicable				
C7255		Please rate the ease of use of creating an online resume submitting your resume.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
C7256		Please rate the ease of use of answering and saving your DOL-specific questions.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y
C7257		Please rate the ease of use of submitting your DOL job application.	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single	Y



**Special
Instructions**





**Special
Instructions**

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Model Instance Name:

DOL DOORS Job App Survey

MID: sYgsZtEEExEo089wZc8wN4A==

Date: 8/15/2008

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

DOL DOORS Job App Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
		Are you currently a Federal employee ?	Yes, Federal employee of DOL Yes, Federal employee not of DOL No, but I have worked for the Federal Government in the past No, I have never worked for the Federal Government		Drop down, select one	Single
		How frequently do you look at DOL job postings?	First time Daily Weekly Monthly Less than once a month		Drop down, select one	Single
		During the last 6 months, have you applied for other jobs online ?	Yes, other DOL jobs Yes, other private sector jobs Yes, other federal jobs No		Checkbox, two-up vertical	Multi
		If you have applied for other Federal jobs, how does the DOL job application process compare with other Federal job application processes you've used?	1=Much harder 2 3 4 5 6 7 8 9 10=Much easier Not applicable		Radio button, scale, has don't know	Single
		Please rate the ease of use of searching for job postings .	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single
		Please rate the ease of use of creating an online resume .	1=Very hard 2 3 4 5 6 7 8 9 10=Very easy Not applicable		Radio button, scale, has don't know	Single

Model Instance Name:

DOL DOORS Job App Survey

MID: sYgsZtEEExEo089wZc8wN4A==

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DOL DOORS Job App Survey CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
		Please rate the ease of use of answering and saving your DOL-specific questions.	1=Very hard 2 3 4		Radio button, scale, has don't know	Single



Required Y/N	Special Instructions
Y	
Y	
Y	
Y	
Y	
Y	

Required Y/N	Special Instructions
Y	



Required Y/N	Special Instructions
Yellow	Yellow
Yellow	Yellow
Orange	Orange
Orange	Orange
Orange	Orange
Orange	Orange



Required Y/N	Special Instructions