

Abandoner Survey (Formerly Abandoner)-Model questions utilize the ACSI methodology to

CUSTOMER SATISFACTION

Satisfaction (1=Poor, 10=Excellent)

- 1 What is your **overall satisfaction** with this job application process?
- 2 How well does this job application process **meet your expectations**?
- 3 How does this job application process **compare to your idea of an ideal job application process**?

FUTURE BEHAVIORS

Likelihood to Return (=Not Very Likely, 10=Very Likely)

- 4 How likely are you to **return to apply for a specific job at this agency in the future**?

Likelihood to Recommend (1=Not Very Likely, 10=Very Likely)

- 5 How likely are you to **recommend someone else apply for a job with this agency**?

Likelihood to Consider Employment with the Federal government (1=Not Very Likely, 10=Very Likely)

- 6 How likely are you to **consider employment with the Federal government** in the future?



Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
	Please select the reason(s) that you are not going to apply for this job :	Number of questions to answer Application process was too complicated Number of essay questions to write Application will take too long to complete Do not understand the duties of the position Pay/Benefits are not acceptable Location is not acceptable Do not understand if I qualify for the position I do not meet the requirements for the position I was just browsing jobs and not interested in applying at this time Job is not a good match for what I am looking for Other, please specify	A	Checkbox, one-up vertical	Multi	Y
A	Other, not applying for job			Text area, no char limit		N
	From the answers that you selected, which is the PRIMARY reason for not applying:	Number of questions to answer Application process was too complicated Number of essay questions to write Application will take too long to complete Do not understand the duties of the position Pay/Benefits are not acceptable Location is not acceptable Do not understand if I qualify for the position I do not meet the requirements for the position I was just browsing jobs and not interested in applying at this time Job is not a good match for what I am looking for Other, please specify	B	Radio button, one-up vertical	Single	Y
B	Other, not applying for job			Text area, no char limit		N
	Are you currently employed?	Yes No		Drop down, select one	Single	Y
	Have you ever worked for the Federal Government ?	Yes, I currently work for the Federal government Yes, I have worked for the Federal government but currently do not No, I have never worked for the Federal government	C	Drop down, select one	Single	Y
C	If yes, what is the highest grade level position you have	G1 or equivalent G2 or equivalent G3 or equivalent G4 or equivalent G5 or equivalent G6 or equivalent G7 or equivalent G8 or equivalent G9 or equivalent G10 or equivalent G11 or equivalent G12 or equivalent G13 or equivalent G14 or equivalent G15 or equivalent SES/SL/ST Don't know Other, please specify	D	Drop down, select one	Single	N
D	Other, highest grade level held			Text area, no char limit		
	How did you hear about this job?	I was notified via a USAJOBS automated search agent I routinely search USAJOBS College career service center Social media (Facebook, Twitter, etc.) I attended a recruitment event where I met with agency representatives Visited the agency website I was referred to the position by an employee of that agency Agency print ad Referred by an associate/friend Found it on another job board or search agent other than USAJOBS Other, please specify	E	Radio button, one-up vertical	Multi	Y
E	Other, hear about job			Text area, no char limit		
	Have you graduated college or obtained your degree within the last two years?	Yes No		Drop down, select one	Single	Y
	What is the highest level of education you have attained?	High school diploma Some college Technical or vocational degree Associate Degree Bachelor's degree Master's degree Advanced degree (Ph.D, JD, etc) Other, please specify	F	Radio button, one-up vertical	Single	Y
F	Other, level of education			Text area, no char limit		N
	How many years of experience do you have in your current	0-2 Years 3-5 Years 6-10 Years 11-15 Year More than 15 years		Radio button, one-up vertical		Y
	What Federal grade level position were you considering applying for today?	GS-1 or equivalent GS-2 or equivalent GS-3 or equivalent GS-4 or equivalent GS-5 or equivalent GS-6 or equivalent GS-7 or equivalent GS-8 or equivalent GS-9 or equivalent GS-10 or equivalent GS-11 or equivalent GS-12 or equivalent GS-13 or equivalent GS-14 or equivalent GS-15 or equivalent SES/SL/ST Not sure		Drop down, select one	Single	Y

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G	Other_Federal grade level applying for	Other, please specify	G	Text area, no char limit		N
	Are you a Veteran?	Yes		Drop down, select one	Single	Y
		No				
	If you could make ONE improvement to this job application	Better information on what to expect next		Radio button, one-up vertical	Single	Y
		Information on when I should expect to hear if I am being considered for the position				
		Easier to understand job opportunity announcements				
		Integrate all hiring systems so applicants only have to enter their resume/information one time				
		No written essays				
		Better information on how I will be evaluated				
		Other, please specify	H			
H	Other_improvement			Text area, no char limit		N

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	Have you ever worked for the Federal Government ?	Yes, I currently work for the Federal government Yes, I have worked for the Federal government but currently do not No, I have never worked for the Federal government	C	Drop down, select one	Single	Y
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D	Other highest grade level held			Text area, no char limit		
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E	Other hear about job			Text area, no char limit		
	Have you graduated college or obtained your degree within the last two years?	Yes No		Drop down, select one	Single	Y
	What is the highest level of education you have attained?	High school diploma Some college Technical or vocational degree Associate Degree Bachelor's degree Master's degree Advanced degree (Ph.D, JD, etc) Other, please specify	F	Radio button, one-up vertical	Single	Y
F	Other level of education			Text area, no char limit		N
	How many years of experience do you have in your current	0-2 Years 3-5 Years 6-10 Years 11-15 Year More than 15 years		Radio button, one-up vertical		Y
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		GS-15 or equivalent SES/SL/ST Not sure Other, please specify				
G	Other: Federal grade level applying for		G	Text area, no char limit		N
	Are you a Veteran?	Yes No		Drop down, select one	Single	Y
	If you could make ONE improvement to this job application	Better information on what to expect next Information on when I should expect to hear if I am being considered for the position Easier to understand job opportunity announcements Integrate all hiring systems so applicants only have to enter their resume/information one time No written essays Better information on how I will be evaluated Other, please specify		Radio button, one-up vertical	Single	Y
H	Other: improvement		H	Text area, no char limit		N
	We are striving to improve the federal hiring process and would like to follow up with you to learn more about your experience since applying. If you would like to help us, please provide your email address so we may send you a short survey			Text area, no char limit		N

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A	Other_ hear about job	Other_ hear about job	A	Text area, no char limit		
	Have you graduated college or obtained your degree within the last two years?	Yes No		Drop down, select one	Single	Y
	What is the highest level of education you have attained?	High school diploma Some college Technical or vocational degree Associate Degree Bachelor's degree Master's degree Advanced degree (Ph.D, JD, etc) Other, please specify		Radio button, one-up vertical	Single	Y
A	Other_ level of education		A	Text area, no char limit		N
	How many years of experience do you have in your current	0-2 Years 3-5 Years 6-10 Years 11-15 Year More than 15 years		Radio button, one-up vertical		Y
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		GS-15 or equivalent SES/SL/ST Not sure Other, please specify Executive Top-management Mid-management Support Entry level Not sure				
A	Other Federal grade level applying for			Text area, no char limit		N
	Are you a Veteran?	Yes No		Drop down, select one	Single	Y
	If you could make ONE improvement to this job application	Better information on what to expect next Information on when I should expect to hear if I am being considered for the position Easier to understand job opportunity announcements Integrate all hiring systems so applicants only have to enter their resume/information one time No written essays Better information on how I will be evaluated Other, please specify		Radio button, one-up vertical	Single	Y
A	Other improvement		A	Text area, no char limit		N
	We are striving to improve the federal hiring process and would like to follow up with you to learn more about your experience since applying. If you would like to help us, please provide your email address so we may send you a short survey			Text area, no char limit		N

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A	Other_ hear about job	Other_ hear about job	A	Text area, no char limit		
	Have you graduated college or obtained your degree within the last two years?	Yes No		Drop down, select one	Single	Y
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A	Other_ level of education		A	Text area, no char limit		N
	How many years of experience do you have in your current career field ?	0-2 Years 3-5 Years 6-10 Years 11-15 Year More than 15 years		Radio button, one-up vertical		Y
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		GS-15 or equivalent SES/SL/ST Not sure Other, please specify				
A	Other Federal grade level applying for			Text area, no char limit		N
	What Federal grade level position were you considering applying for today?	Executive Top management Mid-management Support Entry level Not sure		Drop down, select one	Single	Y
	Are you a Veteran?	Yes No		Drop down, select one	Single	Y
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A	Other improvement			Text area, no char limit		N
	We are striving to improve the federal hiring process and would like to follow up with you to learn more about your experience since applying. If you would like to help us, please provide your email address so we may send you a short survey			Text area, no char limit		N

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B	If yes, what is the highest grade level position you have	G10 G11 G12 G13 Don't know Other, please specify	A	Drop down, select one	Single	N
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A	Other: level of education			Text area, no char limit		N
	How many years of experience do you have in your current career field ?	0-2 Years 3-5 Years 6-10 Years 11-15 Year More than 15 years		Radio button, one-up vertical		Y
	What Federal grade level position were you considering applying for today?	Executive Top management Mid-management Support Entry level Not sure		Drop down, select one	Single	Y
	Are you a Veteran ?	Yes No		Drop down, select one	Single	Y
	If you could make ONE improvement to this job application process, what would it be?	Better information on what to expect next Information on when I should expect to hear if I am being considered for the position Easier to understand job opportunity announcements Integrate all hiring systems so applicants only have to enter their resume/information one time No written essays Better information on how I will be evaluated Other, please specify	A	Radio button, one-up vertical	Single	Y
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	We are striving to improve the federal hiring process and would like to follow up with you to learn more about your experience since applying. If you would like to help us, please provide your email address so we may send you a short survey at a later date.			Text area, no char limit		N

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A	Other: hear about job	Other: hear about job	A	Text area, no char limit		
	How many times have you applied for a Federal job in the last six months?	1-2 3-4 5-6 7 or more		Radio button, one-up vertical	Single	Y
	Have you graduated college or obtained your degree within the last two years?	Yes No		Drop down, select one	Single	Y
	What is the highest level of education you have attained?	High school diploma Some college Technical or vocational degree Associate Degree Bachelor's degree Master's degree Advanced degree (Ph.D, JD, etc) Other, please specify		Radio button, one-up vertical	Single	Y
A	Other: level of education		A	Text area, no char limit		N
	How many years of experience do you have in your current career field ?	0-2 Years 3-5 Years 6-10 Years 11-15 Year More than 15 years		Radio button, one-up vertical		Y
	What Federal grade level position were you considering applying for today?	Executive Top management Mid-management Support Entry level Not sure		Drop down, select one	Single	Y
	Are you a Veteran? eligible for Veteran's preference?	Yes No		Drop down, select one	Single	Y
	If you could make ONE improvement to this job application process, what would it be?	Enter information on what to expect next Information on when I should expect to hear if I am being considered for the position Easier to understand job opportunity announcements Integrate all hiring systems so applicants only have to enter their resume/information one time No written essays Enter information on how I will be evaluated Other, please specify		Radio button, one-up vertical	Single	Y
A	Other: improvement		A	Text area, no char limit		N

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