

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 questions utilize the ACSI methodology to determine scores and impacts

Model questions utilize the ACSI methodology to determine scores and impacts		
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>Hiring Process (1=Poor, 10=Excellent, Don't Know)</p> <p>1 Please rate the speed of the Federal hiring process.</p> <p>2 Please rate your opportunity to present a good representation of your qualifications for this position.</p> <p>Application Status Notifications (1=Poor, 10=Excellent, Don't Know)</p> <p>7 Please rate the simplicity of tracking your job application online.</p> <p>8 Please rate the timeliness of the application status notifications you may have received during the Federal hiring process.</p> <p>9 Please rate how well the application status notifications answered your questions.</p>	<p>Satisfaction</p> <p>10 What is your overall satisfaction with the Federal hiring process experience?</p> <p>11 How well does this Federal hiring process experience meet your expectations?</p> <p>12 How does this experience compare to your idea of an ideal Federal hiring process?</p>	<p>Apply Next Time (1=Not Very Likely, 10=Very Likely)</p> <p>13 How likely are you to apply for a position at this agency next time you look for a job?</p> <p>Likelihood to Recommend (1=Not Very Likely, 10=Very Likely)</p> <p>How likely are you to recommend applying to this agency to someone else?</p> <p>Likelihood to Consider Employment with the Federal government (1=Not Very Likely, 10=Very Likely)</p> <p>How likely are you to consider employment with the Federal government in the future?</p>

CQ ID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED11952		Do you know how to check the current status of your application?	Yes No		Drop down, select one	Single	Y
AED11953		What notification did you receive regarding the status of your application?	I was notified that my application was received I was notified my application was being assessed for qualifications I was notified that I was not being considered for the position I was eligible for the position but was not selected I was contacted for a job interview for that position I was never notified regarding my status as an applicant Other, please specify		Checkbox, one-up vertical	Multi	Y
AED11954	A	Other_notification on final application status		A	Text area, no char limit		N
AED11955		How does this job application notification compare with the communication/notification you have received when applying for private sector jobs?	Better--I was notified of my status more consistently than when applying for jobs with private companies Comparable--My experience was similar to applying with private companies Worse--I was notified of my status more consistently when applying for jobs with private companies Not applicable--I have not applied for positions with private companies		Radio button, one-up vertical	Single	Y
AED11956		How does this job application notification compare with communication/notification you have received when applying for previous Federal positions ?	Better--I was notified sooner of my status this time Comparable--My experience was similar to the past Worse--I was notified of my status sooner in the past Other, please specify	A	Radio button, one-up vertical	Single	Y
AED11957	A	Other_communication_Federal positions			Text area, no char limit		N
AED11974		Would you recommend others to apply for a Federal position?	Yes No Not sure	N N	Drop down, select one	Single	Y
AED11975	N	If no or not sure, why not?			Text area, no char limit		N
AED11958		Were you contacted for an interview regarding this job application?	Yes No	B	Drop down, select one	Single	Y
AED11959	B	If yes, how long after you applied were you	Less than 30 days 31-60 days 61 to 90 days over 90 days		Radio button, one-up	Single	Y
AED11960	B	Was the hiring manager involved in recruiting activities for this position (i.e. job fairs, etc.)	Yes No I don't know	C	Radio button, one-up vertical	Single	Y

CQ ID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED11961	C	Did his/her involvement influence your decision to apply for the position?	Yes No Other, please specify	A	Radio button, one-up vertical	Single	Y
AED11962	A	Other_hiring manager involvement			Text area, no char limit		N
AED11963	B	Were you offered a position in the Federal government?	Yes No	E, G	Drop down, select one	Single	Y
AED11964	E	If yes, how long after you interviewed were you offered the position?	Less than 30 days 31-60 days 61 to 90 days Over 90 days Other, please specify	F	Radio button, one-up vertical	Single	Y
AED11965	F	Other_how long after applied were you interviewed			Text area, no char limit		N
AED11966	G	Did you accept or decline the position?	Accept Decline	J, L H	Drop down, select one	Single	Y
AED11967	H	If you declined the position, please tell us why:	Compensation/Benefits Location Actual duties and/or conditions of employment did not match job announcement Poorly conducted interview Working conditions Actual duties did not interest me Accepted another position within the Federal government Accepted another position in the private sector Accepted another position with a non-profit Other, please specify	I	Checkbox, one-up vertical	Multi	Y
AED11968	I	Other_declined the position			Text area, no char limit		N
AED11969	J	If you accepted the position, how long have you worked at your new job?	Less than 30 days 31-60 days 61 to 90 days Over 90 days Other, please specify	K	Radio button, one-up vertical	Single	Y
AED11970	K	Other_accepted the position			Text area, no char limit		N
AED11971	L	If you accepted the position, how similar are the actual job duties of the position to those described in the job announcement and interview process?	Very similar Somewhat similar Not similar Other, please specify	M	Radio button, one-up vertical	Single	Y
AED11972	M	Other_how similar are job duties to announcement			Text area, no char limit		N
AED12740	Z	If you could make one improvement to the Federal Hiring Process, what would it be?	Better communication throughout the process More timely status notifications More frequent status notification updates		Radio button, one-up vertical	Single	Y

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			Easier to understand job opportunity announcements Faster time to reach a hiring decision Integrate all hiring systems so applicants only have to input their resume/information one time No written essays Better information on how I will be evaluated Better explanation of why I did not qualify for the position Other, please specify	A			
AED11976	A	Other improvements to hiring process			Text area, no char limit		N