

There is no model for the OPM Six-month manager survey because it is a very short survey with one purpose--to determine if manager who hired the individual six months earlier is satisfied with the hire they made. The OPM hiring process surveys are not measuring a website and do not fit a standard ACSI model; in particular, the six-month manager survey is a link only sent to managers who made a hire and the information gathered is being used to fulfill part of the hiring initiative set forth by the current administration as of June 2009.

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Assessment Name: OPM Six-Month Manager v2

Version: NEW

Conditioned: No

Date: 3/14/2013

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## CUSTOMER SATISFACTION

**Satisfaction** (1=Poor, 10=Excellent)

What is your **overall satisfaction** with this employee? (1=Very dissatisfied, 10=Very satisfied)

How well does this employee **meet your expectations**? (1=falls short, 10=exceeds)

How does this employee **compare to your idea of an ideal employee**? (1=not close to ideal, 10=very close to ideal)

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED12571		Did the <b>employee you selected for this position</b> successfully enter on duty?	Yes	<b>B</b> <b>C, D, E</b>	Drop down, select one	Single	Y
			No				
AED12572	<b>C</b>	If employee did not successfully enter on duty, please tell us why:	Certificate was cancelled	<b>A</b>	Checkbox, one-up vertical	Multi	Y
			Accepted another position				
			Did not pass security clearance				
			Did not pass suitability screening				
			Did not pass training program				
			Did not pass competency assessment				
Other							
AED12573	<b>A</b>	Other reasons why they did not enter on duty:			Text area, no char limit		N
AED12574	<b>D</b>	Did you hire more than one person with this certificate?	Yes		Drop down, select one	Single	Y
			No				
AED12575	<b>E</b>	Are you the first-line supervisor?	Yes		Drop down, select one	Single	Y
			No				
AED12584	<b>B</b>	If given the opportunity, would you hire this individual again?	Yes	<b>I</b>	Drop down, select one	Single	Y
No							
AED12586	<b>I</b>	Please tell us why you would not hire this individual again.			Text area, no char limit		
AED12576	<b>B</b>	Please indicate whether the new hire demonstrates the necessary skills and competencies to perform the job for which they were selected.	Yes	<b>1A</b> <b>1A</b>	Drop down, select one		
			No				
			Partially				
LON0032353	<b>1A</b>	What are some of the reasons your new hire does not demonstrate the skills/competencies for the job they were hired for? (Select all that apply)	Job requirements changed after the Job Opportunity Announcement was posted		Checkbox, one-up vertical	Multi	Yes
			Employee's experience/skill sets in the application/resume do not actually match the skill sets necessary to perform this job				
			I did not discuss the needed skill sets with the HR Specialist during the hiring process				
			An insufficient number of qualified applicants were referred to me during the hiring process				
			Seems to have the necessary skills to perform the job but is not engaged or lacks the drive to perform				
AED12589	<b>B</b>	Will the new hire need additional training to successfully perform the job for which they were selected?	Yes	<b>2A</b>	Drop down, select one		
			No				
			Partially				
LON0032334	<b>2A</b>	Was this employee hired into a "trainee" position?	Yes		Drop down, select one	Single	Yes

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			No				
LON0032335	2A	Are the employee's training needs impacting their performance?	Yes		Drop down, select one	Single	Yes
			No				
LON0032356	2A	Is training needed for a technical aspect of the job?	Yes		Drop down, select one	Single	Yes
			No				
LON0032357	2A	Is training needed for other requirements of the job (soft skills)?	Yes		Drop down, select one	Single	Yes
			No				
AED12577	B	Looking back, is there anything you might have done differently with regard to this hire?	Better assessed the job analysis and position description		Checkbox, one-up vertical	Multi	Y
			Worked more closely with HR on the criteria for selection				
			Been more involved in the recruitment process.				
			Been more involved in the interviewing process (asked different questions more focused on the actual experience of the applicant)				
			Selected a different interview panel				
			Asked more probing questions during the structured interviews				
			Checked references prior to making an offer				
			Been more involved in the on-boarding process to ensure the employee was able to become fully productive more quickly				
			There is nothing I would have done differently.				
			Other	Q			
AED12578	Q	What else would you have done differently?			Text area, no char limit		N
AED12579	B	What should your agency have done better to support you in the hiring process (Select up to three that apply)	Stronger recruitment program		Checkbox, one-up vertical	Multi	Y
			Stronger work/life policies such as tele-work, flexible schedules, alternative work schedules, etc.				
			Eliminate unnecessary steps in the internal hiring process	3A			
			Establish better policy regarding use of recruitment incentives				
			Stronger on-boarding/recruitment process				
			Provided more training for new employees				
			More knowledgeable HR support				
			Other	R			
AED12580	R	What else could your agency have done to support you during hiring process?			Text area, no char limit		N
LON0032358	3A	Please describe the unnecessary steps.			Text area, no char limit		No

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
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## Externally Passed Parameters (Appended Data)

NEW		What grade are you hiring for?	GS1 or equivalent GS2 or equivalent GS3 or equivalent GS4 or equivalent GS5 or equivalent GS6 or equivalent GS7 or equivalent GS8 or equivalent GS9 or equivalent GS10 or equivalent GS11 or equivalent GS12 or equivalent GS13 or equivalent GS14 or equivalent GS15 or equivalent SES		Drop down, select one	Single	Yes
PMAED12766		What series are you hiring for?	00xx-Miscellaneous Occupations 01xx-Social Science, Psychology and Wellness 02xx-Personnel Mgmt & Industrial Relations 03xx-General Admin, Clerical and Office Services 04xx-Natural Resources Mgt and Bio Sci 05xx-Accounting and Budget 06xx-Medical, Hospital, Dental and Public Health 07xx-Veterinary Medical Science 08xx-Engineering and Architecture 09xx-Legal and Kindred 10xx-Information and Arts 11xx-Business and Industry 12xx-Copyright, Patent and Trademark 13xx-Physical Sciences	ZZ YY XX WW VV UU TT SS RR QQ PP OO NN MM	Drop down, select one	Single	Y

CQID	Skip Logic Label	Question Text	Answer ID	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED12571		Did the employee you selected for this position successfully enter on duty?	AED11952A001	Yes	B C, D, E	Drop down, select one	Single	Y
			AED11952A002	No				
AED12572	C	If employee did not successfully enter on duty, please tell us why:	AED11967A001	Certificate was cancelled	A	Checkbox, one-up vertical	Multi	Y
			AED11967A002	Accepted another position				
			AED11967A003	Did not pass security clearance				
				Did not pass suitability screening				
				Did not pass training program				
			AED11967A004	Did not pass competency assessment				
AED11967A007	Other							
AED12573	A	Other reasons why they did not enter on duty:				Text area, no char limit		N
AED12574	D	Did you hire more than one person with this certificate?	AED11952A001	Yes		Drop down, select one	Single	Y
			AED11952A002	No				
AED12575	E	Are you the first-line supervisor?	AED11952A001	Yes		Drop down, select one	Single	Y
			AED11952A002	No				
AED12584	B	If given the opportunity, would you hire this individual again?	AED11958A001	Yes	H I	Drop down, select one	Single	Y
			AED11958A002	No				
AED12585	H	If you would hire them again, please tell us why.	AED11959A001			Text area, no char limit		
AED12586	I	Please tell us why you would not hire this individual again.	AED11959A001			Text area, no char limit		
AED12576	B	Please indicate whether the new hire <b>meets your expectations relative to the following:</b> <p> B demonstrates the necessary skills and competencies to perform the job for which they were selected.		Yes	1A 1A	Drop down, select one		
				No				
				Partially				
NEW	1A	What are some of the reasons your new hire does not demonstrate the skills/competencies for the job they were hired for? (Select all that apply)		Job requirements changed after the Job Opportunity Announcement was posted		Checkbox, one-up vertical	Multi	Yes
				Employee's experience/skill sets in the application/resume do not actually match the skill sets necessary to perform this job				
				I did not discuss the needed skill sets with the HR Specialist during the hiring process				
				An insufficient number of qualified applicants were referred to me during the hiring process				
				Seems to have the necessary skills to perform the job but is not engaged or lacks the drive to perform				
AED12587	B	Understands the organizational culture.	AED11953A002	Yes		Drop down, select one		
				No Partially				
AED12588	B	Fits into the organization.	AED11953A003	Yes		Drop down, select one		
				No Partially				

CQID	Skip Logic Label	Question Text	Answer ID	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED12589	B	Will the new hire need additional training to successfully perform the job for which they were selected? ?	AED11953A004	Yes	2A	Drop down, select one		
				No				
				Partially				
NEW	2A	Was this employee hired into a "trainee" position?		Yes		Drop down, select one	Single	Yes
				No				
NEW	2A	Are the employee's training needs impacting their performance?		Yes		Drop down, select one	Single	Yes
				No				
NEW	2A	Is training needed for a technical aspect of the job?		Yes		Drop down, select one	Single	Yes
				No				
NEW	2A	Is training needed for other requirements of the job (soft skills)?		Yes		Drop down, select one	Single	Yes
				No				
AED12577	B	Looking back, is there anything you might have done differently with regard to this hire?	AED11955A001	Better assessed the job analysis and position description?	Q	Checkbox, one-up vertical	Multi	Y
			AED11955A002	Worked more closely with HR on the criteria for selection?				
			AED11955A003	Been more involved in the recruitment process. Been more involved in the interviewing process (asked different questions more focused on the actual experience of the applicant)				
				Selected a different interview panel				
				Asked more probing questions during the structured interviews				
				Checked references prior to making an offer				
				Been more involved in the on-boarding process to ensure the employee was able to become fully productive more quickly?				
AED11955A004	There is nothing I would have done differently.							
AED11967A007	Other							
AED12578	Q	What else would you have done differently?				Text area, no char limit		N
AED12579	B	What could should your agency have done better to support you in the hiring process (Select up to three answers that apply)	AED11956A001	Stronger recruitment program	3A	Checkbox, one-up vertical	Multi	Y
			AED11956A002	Stronger work/life policies such as tele-work, flexible schedules, alternative work schedules, etc.				
				Eliminate unnecessary steps in the internal hiring process				
				Establish better policy regarding use of recruitment incentives				
				Stronger on-boarding/recruitment process				
				Provided more training for new employees				
				More knowledgeable HR support				
AED11956A004	Other		R					



CQID	Skip Logic Label	Question Text	Answer ID	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED12580	R	What else could your agency have done to support you during hiring process?				Text area, no char limit		N
NEW	3A	Please describe the unnecessary steps.				Text area, no char limit		No
AED12581	B	Please indicate how strongly you agree with the following statement: This candidate is an ideal employee for this position.—	AED11958A001	1=Strongly disagree,— 2 3 4 5 6 7 8 9 10=Strongly agree	G G G G	Scaled question	Single	Y
AED12583	G	If they do NOT represent your ideal employee for this position, please tell us why.	AED11959A001			Text area, no char limit		

## Externally Passed Parameters (Appended Data)

PMAED12766		What series are you hiring for?		00xx-Miscellaneous Occupations 01xx-Social Science, Psychology and Wellness 02xx-Personnel Mgmt & Industrial Relations 03xx-General Admin, Clerical and Office Services 04xx-Natural Resources Mgt and Bio Sci 05xx-Accounting and Budget 06xx-Medical, Hospital, Dental and Public Health 07xx-Veterinary Medical Science 08xx-Engineering and Architecture 09xx-Legal and Kindred 10xx-Information and Arts 11xx-Business and Industry 12xx-Copyright, Patent and Trademark 13xx-Physical Sciences	ZZ YY XX WW VV UU TT SS RR QQ PP OO NN MM	Drop down, select one	Single	Y
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