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)

Questionnaire Resources:

- 1 Questionnaire Design and Approval Process
- 2 Question Grouping Rules
- 3 OPS vs. Skip Logic Decision for "Other, Please Specify"
- 4 Foreign Language Survey Instructions

Client Name:	
Measure Name:	MyCareeratVA

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Version of Code:	Please fill in
Custom Qualifier Page	Please Select
Custom Invitation Text?	Please Select
Custom Tracker Text?	Please Select
Custom Welcome/ Thank You Text?	Please Select

Language(s)	If other language not listed, please specify.	Website URL	MID(s) (DOT FILL THIS IN)	Measure Name(s) (DOT WIII FILL THIS IN)
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MyCareeratVA

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Date: 12/4/2012



Welcome and Thank You Text

Directions:

This welcome text is shown at the top of the questionnaire window and the thank you text at the bottom. This is a good place to mention the site/company/agency name so the visitor knows whom they are taking the survey for. Feel free to modify the standard Welcome and Thank you text shown in the boxes below. Please read comments before using any of the text.

Welcome Text

Thank you for visiting My Career@VA. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

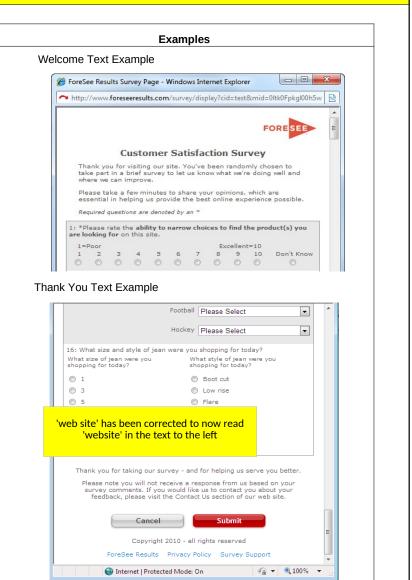
DEFAULT Thank You Text

"Thank you for taking our survey - and for helping us serve you better. We appreciate your input!"

ALTERNATE WEB Thank You Text

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.



Model Instance Name:

MyCareeratVA

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NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.

Date: 12/4/2012



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		M	yCareeratVA			
	Model questions	utilize the ACSI เ	methodology to determine scores and impa	acts		
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION		MQ Label	FUTURE BEHAVIORS
	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized.	17 Satisfaction - Overall	Satisfaction What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	20 F	eturn	Return (1=Very Unlikely, 10=Very Likely)
-	Please rate the options available for navigating this site.	18 Satisfaction -	How well does this site meet your expectations?			How likely are you to return to MyCareeratVA.va.gov?
3 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.	19 Satisfaction - Ideal	How does this site compare to your idea of an ideal website?	21 F	ecommend	Recommend (1=Very Unlikely, 10=Very Likely)
4 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.		77			How likely are you to recommend MyCareeratVA.va.gov to some else?
	Career Information (1=Poor, 10=Excellent, Don't Know)				rimary lesource	Primary Resource
5 Career Info - Understandable	Please rate how understandable career information is on MyCareeratVA.va.gov.					(1=Very Unlikely, 10=Very Likely)
6 Career Info - Detail	Please rate the level of detail of career information on MyCareeratVA.va.gov.					How likely are you to use MyCareeratVA.va.gov as a primary resource for information about careers at the Department of Veterans Affairs?
	Please rate how well the career information on MyCareeratVA.va.gov. provided answers to your questions.					Consult Supervisor
	Functionality (1=Poor, 10=Excellent, Don't Know)					(1=Very Unlikely, 10=Very Likely)
8 Functionality - Usefulness	Please rate the usefulness of the website tools provided on this site.					How likely are you to set up a career development discussion wyour current supervisor after visiting MyCareeratVA.va.gov?
9 Functionality - Convenient	Please rate the convenient placement of the website tools on this site.					-up for Course
10 Functionality - Variety	Please rate the variety of website tools on this site.					(1=Very Unlikely, 10=Very Likely)
	Look and Feel (1=Poor, 10=Excellent, Don't Know)					How likely are you to sign up for a training course after visiting MyCareeratVA.va.gov?
Appeal	Please rate the visual appeal of this site.					Create Account
Balance	Please rate the balance of graphics and text on this site.					(1=Very Unlikely, 10=Very Likely)
Readability	Please rate the readability of the pages on this site.					How likely are you to create an account on MyCareeratVA.va.go
	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.					Share Information
- Loading	,					(1=Very Unlikely, 10=Very Likely)
.5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.					How likely are you to share information that you learned on MyCareeratVA.va.gov with a colleague?
L6 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.					Recommend Veterans Affairs
						(1=Very Unlikely, 10=Very Likely) HOW likely are you to promote the U.S. Department or veterans Affaire as a great place to work?

Model Instance Name: MyCareeratVA

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NOTE: All non-partitioned surveys will NOT be imputed and the elements will be rotated as a default unless otherwise specified and approved by Research.



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	Model questions		methodology to determine scores and impact	's	
	ELEMENTS (drivers of satisfaction)	unize the ACSI	CUSTOMER SATISFACTION	3	FUTURE BEHAVIORS
MQ Label	ELEMENTS (university Satisfaction)	MQ Label	COSTOMER SATISFACTION	MQ Label	FOTORE BEHAVIORS
	Navigation (1=Poor, 10=Excellent, Don't Know)	,	Satisfaction	,	Return (1=Very Unlikely, 10=Very Likely)
Navigation - Organized	Please rate how well the site is organized.	Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	Return	How likely are you to return to MyCareeratVA.va.gov?
Navigation -	Please rate the options available for navigating this site.	Satisfaction -	How well does this site meet your expectations?		Recommend (1=Very Unlikely, 10=Very Likely)
Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.	Satisfaction - Ideal	How does this site compare to your idea of an ideal website?	Recommend	How likely are you to recommend MyCareeratVA.va.gov to son else?
Navigation - Clicks	Please rate the number of clicks to get where you want on this site.		/ = 1/2 / / / / / / / / / / / / / / / / / /		Primary Resource (1=Very Unlikely, 10=Very Likely)
	Career Information (1=Poor, 10=Excellent, Don't Know)			Primary Resource	How likely are you to use MyCareeratVA.va.gov as a primary resource for information about careers at the Department of Veterans Affairs?
Career Info - Understandab le	Please rate how understandable career information is on MyCareeratVA.va.gov.				
Career Info - Detail	Please rate the level of detail of career information on MyCareeratVA.va.gov.				
	Please rate how well the career information on MyCareeratVA.va.gov. provided answers to your questions.				
	Functionality (1=Poor, 10=Excellent, Don't Know)				
Functionality - Usefulness	Please rate the usefulness of the website tools provided on this site.				
Functionality - Convenient	Please rate the convenient placement of the website tools on this site.				
Functionality - Variety	Please rate the variety of website tools on this site.				
	Look and Feel (1=Poor, 10=Excellent, Don't Know)				
- Appeal	Please rate the visual appeal of this site.				
Look and Feel - Balance	Please rate the balance of graphics and text on this site.				
Look and Feel - Readability	Please rate the readability of the pages on this site.				
	Site Performance (1=Poor, 10=Excellent, Don't Know)				
Site Performance - Loading	Please rate how quickly pages load on this site.				
Site Performance -	Please rate the consistency of speed from page to page on this site.				
Consistency Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
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MyCareeratVA CUSTOM QUESTION LIST

			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How many times have you visited MyCareer@VA in the last six			Drop down, select	Single	Y		
CAS0057822		months (before today)?	This is my first visit		one				Visit Freq
			One time before today						
			Between 2-5 times						
			Between 6-10 times More than 10 times	_					
			INIOIR HIGH TO HINES		Radio button, one-				
CAS0057823		What was your primary reason for visiting the site today?	Research how to advance my current career with the VA		up vertical	Single	Y	skip logic	Primary Reason
			Look for a new job with the VA	А				, , , , , , , , , , , , , , , , , , ,	,
			Look for an internship with the VA						
			Use the career development resources						
			Find information to help others advance their careers at VA						
			Just browsing Other, please specify	В					
		What specifically were you trying to accomplish on	Other, please specify	В	Toyt area no ober				
CAS0057824	В	What specifically were you trying to accomplish on MyCareer@VA today?			Text area, no char limit				OE Reason
CAS0057825	A	How likely are you to apply for a job with VA?	Very Likely Likely Neither likely nor unlikely Unlikely Very Unlikely		Radio button, one- up vertical	Single	Υ	skip logic	ApplyForJob
CAS0057842		Are you a veteran?	Yes		Drop down, select one	single	у	skip logic	Veteran
LNH2211		Which best describes your current role (not position title)?	No Student/Intern		Checkbox, two-up	Multi	Y	Skip Logic	Role
LINITZZII		Please check all that apply.			vertical	With	'	Skip Logic	Role
			Non-supervisory employee						
			Supervisor/Manager						
			Executive						
			Other, please specify	A					
LNH2212	Α	Please describe your current role?			Text area, no char limit		N		Other Role
CAS0057843		Were you able to accomplish what you wanted to during your visit today?	Yes		Radio button, one- up vertical	Single		Skip Logic Group	Task Accomplishment
			I need more time to explore						
			No	Α					
CAS0057844	Α	Why were you unable to accomplish what you wanted to today?			Text area, no char limit		N	Skip Logic Group	OE_Why unable
LNH2213		Where do you currently work?	Veterans Health Administration (VHA at VA)	Z, A, B, E, F, G, H, I	Radio button, one- up vertical	Single	Y	Skip Logic	Work At
			Veterans Benefits Administration (VBA at VA)	Z, A, B, E, F, G, H, I					
			National Cemetery Administration (NCA at VA)	Z, A,B, E, F, G, H, I					
			VA Central Office (VACO at VA)	Z, A, B, E, F, G, H, I					

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			MyCareeratVA CUSTOM QUESTION L	IST					
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
•		·	The public/government sector (Non VA)	Z, A, E, F, G, H, I				·	
			The private sector	Z, A, E, F, G, H, I					
			The nonprofit sector	Z, A, E, F, G, H, I					
			I am not currently employed	D					
			Other, please specify	С					
CAS0057845	z		Less than 1 year 1-2 years 3-5 years 6-10 years 11 or more years		Radio button, one- up vertical	Single	Y	Skip Logic	TotalWork
LNH2214	Α	How long have you been in your current position?	Less than 1 year		Radio button, one-				
					up vertical	Single	Υ	Skip Logic	Length of Occupation
			1-2 years						
			3-5 years						
			6-10 years						
			11 or more years						
			Not currently employed						
CAS0057846	В	What pay plan best describes your situation?	Federal Wage System or equivalent		Radio button, one- up vertical	s	Υ	Skip Logic	Pay Situation
			GS 1-6 or equivalent						
			GS 7-12 or equivalent						
			GS 13-15 or equivalent						
			Senior Executive Service (SES) or equivalent						
			Department of VA nurses (VN)						
		-	I work in the private sector (non-government)						
			Prefer not to answer						
LNH2217	С	Where do you currently work?			Text area, no char limit		N		Other work
CAS0057847	Е	organization.	Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree		Radio button, one- up vertical	S	Y	Skip Logic	SkillImprovement
CAS0057851	F	Considering everything, how satisfied are you with your organization?	Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very Dissatisfied		Radio button, one- up vertical	S	Y	Skip Logic	OrgSatisfaction
CAS0057854	G	How satisfied are you with your opportunity to get a better job in your organization?	Very Satisfied		Radio button, one- up vertical	s	Υ	Skip Logic	OrgAdvancement

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OID.	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skin to	Type (select from	Single or Multi	Required Y/N	Special Instructions	CO Label
QID	Labei	Question Text	Satisfied (Ilmited to 50 characters)	Skip to	list)	Multi	Y/N	Special Instructions	CQ Label
			Neither satisfied nor dissatisfied Dissatisfied Very Dissatisfied						
CAS0057855	Н	Considering everything, how satisfied are you with your job ?	Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very Dissatisfied		Radio button, one- up vertical	s	Y	Skip Logic	JobSatisfaction
CAS0057856	ı	Are you considering leaving your organization in the next year, and if so, why?	Yes, to retire Yes, to take a job within the Federal Government Yes, to take a job outside the Federal Government Yes, other		Radio button, one- up vertical	s	Y	Skip Logic	LeavingJob
CAS0057857	D	Would you consider applying for a job with VA?	Yes Maybe No		Radio button, one- up vertical	s	Y	Skip Logic	ApplytoVA
CAS0057858		How would you describe your navigation experience on this site			Checkbox, one-up				
		today? (Please select all that apply.)	I had no difficulty navigating this site		vertical	М	Υ	Skip	Navigation Exp
			Links often did not take me where I expected						
			I had difficulty finding relevant information						
			Labels are difficult to understand						
			Too many links to choose from I had technical difficulties (error messages, broken links, etc.)						
			I could not navigate back to previous information						
			I had a navigation difficulty not listed above:	Α			N		
CAS0057783	А	Please describe the navigation difficulty you encountered today.			Text area, no char limit				OE_Nav Difficulty
CAS0057784		Did you use the Resume Builder - a tool designed to help you create and format a resume that meets Federal requirements - during your visit today?	Yes	A	Radio button, two- up vertical	single	Υ	Skip	Job Finder
			No						
CAS0057785	A	How would you describe the Decume Builder?	Don't remember/don't know what it is						
CA30037765		How would you describe the Resume Builder?	Very useful Useful		Radio button, one- up vertical	Single	Υ	Skip Logic Group	Job Finder Experience
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
CAS0057786	В	Why did you rate the tool as not useful?			Text area, no char limit	Single	N	Skip Logic Group	OE_ResumeBuilder
CAS0057787		Did you use the Job Finder - a job search tool where you can browse current openings within VA - during your visit today?	Yes	A	Radio button, two- up vertical	single	Υ	Skip	Job Finder
			No						
0.4.000.577.00	.	Harvey de la contraction de la Cinda O	Don't remember/don't know what it is	1					
CAS0057788	A	How would you describe the Job Finder?	Very useful		Radio button, one- up vertical	Single	Y	Skip Logic Group	Job Finder Experience
			Useful						
	-		Somewhat useful Not useful	В					
			INOT REGIO	В					

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	DUESTION LIST

			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			I do not understand the purpose of this tool						
CAS0057789	В	Why did you rate the tool as not useful?			Text area, no char limit	Single	N	Skip Logic Group	OE_JobFinder
LNH2218		Did you use the Career Mapping Tool - a tool that starts with your current job and then compares various career paths you could follow at VA - during your visit today?	Yes	A	Radio button, one- up vertical	Single	Y	Skip Logic Group	Career Map Tool
			No Don't remember/don't know what it is						
LNH2219	Α	How would you describe the Career Mapping tool?	Very useful		Radio button, one-	Single	Y	Skip Logic Group	Career Map Experience
		l l l l l l l l l l l l l l l l l l l	Useful		up vertical				
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
CAS0057790	В	Why did you rate the tool as not useful?			Text area, no char	a: .			
LNH2220		Did you use the My Career Fit Tool - a short questionnaire that	Vac	Α	limit	Single Single	N Y	Skip Logic Group Skip Logic Group	OE_CareerMap Career Fit Tool
LIVITZZZO		helps you to match your interests and preferences to jobs across VA - during your visit today?	163		Radio button, one- up vertical	Sirigie	,	Skip Logic Group	Career rit 1001
			No						
			Don't remember/don't know what it is						
LNH2221	A	How would you describe the My Career Fit tool?	Very useful		Radio button, one- up vertical	Single	Y	Skip Logic Group	Career Fit Experience
			Useful						
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
CAS0057791	В	Why did you rate the tool as not useful?			Text area, no char limit	Single	N	Skip Logic Group	OE_CareerFit
LNH2222		Did you use the VA Career Guides - a tool that lets you explore information about occupations and job titles across VA - during your visit today?	Yes	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Career GuidesTool
			No		БР 1011101				
			Don't remember/don't know what it is						
LNH2223	А	How would you describe your experience using the VA Career Guides?	Very useful		Radio button, one- up vertical	Single	Y	Skip Logic Group	Career GuidesExperiance
			Useful						
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
CAS0057792	В	Why did you rate the tool as not useful?			Text area, no char limit	Single	N	Skip Logic Group	OE_CareerGuide

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
CAS0057793		Which tools, resources, or training program did you find most helpful?			Text area, no char	Single			OE MostUseful
CAS0057794		What other tools, resources, or career development content would you find useful on the site?			Text area, no char	Single Single	N		OE_SuggestedContent
LNH2224		How did you learn about MyCareer@VA? (Select all that apply)	VA Main Website		Checkbox, one-up vertical	Multi	N	Skip Logic Group*	Learn about Site
			Other online source (e.g. search engine, online article, social media)						
			E-mail communication (e.g. newsletter)						
			An event (e.g., presentation, training, conference)						
			Leadership (e.g., supervisor, facility director)						
			A learning and development supporter (e.g., training manager, designated learning officer, HR staff, mentor)						
			A colleague						
			Other, please specify	Α					
LNH2225	Α	Please tell us how you learned about MyCareer@VA:			Text area, no char li	mit	N		OE_Learn about site
LNH2226		The most important thing that MyCareer@VA has helped me do or understand is? (select all that apply)	Get an overview of the types of careers VA offers and about working for VA in general		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Most Important
			Get detailed information about specific careers at VA						
			Find relevant job openings to apply to now						
			Map my long-term career path(s) and find relevant jobs for the future						
			Inform my Individual Development Plan (IDP) (e.g., identify relevant training and developmental experiences						
			Nothing						
			Other, please specify	Α					
LNH2227	Α	What else did MyCareer@VA help you do or understand?	N		Text area, no char li		N	Object	Makila
LNH2228		Have you ever accessed MyCareer@VA website from a mobile device?	Yes	Α	Radio button one up vertical	Single	N	Skip Logic	Mobile Access
			No						
LNH2229	A	What were you most interested in doing with your mobile device on MyCareer@VA?	Finding what job fits me best		Radio button one up vertical	Multi	N	Skip Logic	Mobile Reason
			Finding where I fit within VA						
			Mapping next steps in my career						
			Building a resume						
			Finding available jobs						
			Getting an internship						
			Other, please specify	AA					
LNH2230	AA	Please describe what else you would like to do on MyCareer@VA from your mobile device.			Text area, no char li		N	Skip Logic	OE_Mobile
LNH2231		If you could recommend one improvement to the MyCareeratVA website what would it be?			Text area, no char li	mit	N		OE_One Improvement

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			MyCareeratVA CUSTOM QUESTION LIST						
	Skip								
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH2210		How many times have you visited MyCareer@VA in the last six	0		Radio button, one-	Single	¥		Visit Frequency
		months?			up vertical				
			1						
			2-5						
			6-10						
			11 or more						
		How many times have you visited MyCareer@VA in the last six			Drop down, select	Single	Υ		
		months (before today)?	This is my first visit		one				Visit Freq
			One time before today Between 2-5 times						
			Between 6-10 times						
			More than 10 times						
					Radio button, one-				
		What was your primary reason for visiting the site today?	Research how to advance my current career with the VA		up vertical	Single	Υ	skip logic	Primary Reason
			Look for a new job with the VA Look for an internship with the VA	Α					
			Use the career development resources						
			Find information to help others advance their careers at VA						
			Just browsing						
			Other, please specify	В					
	_	What specifically were you trying to accomplish on MyCareer@VA today?			Text area, no char limit				OF D
	В	MyCareer@vA today?			Radio button, one-				OE_Reason
	Α	How likely are you to apply for a job with VA?	Very Likely		up vertical	Single	Υ	skip logic	ApplyForJob
			Likely						
			Neither likely nor unlikely						
			Unlikely Very Unlikely						
			Very Offlikely		Drop down, select				
		Are you a veteran?	Yes		one	single	у	skip logic	Veteran
			No						
LNH2211		Which best describes your current role (not position title)? Please check all that apply.	Veteran		Checkbox, two-up vertical	Multi	Y	Skip Logic	Role
			Student/Intern						
			Non-supervisory employee						
			Supervisor/Manager						
			Executive						
			Other, please specify	A					
			Other, piease specify	_ ^					
LNH2212	Α	Please describe your current role?			Text area, no char limit		N		Other Role
		Were you able to accomplish what you wanted to during your visit today?	Yes		Radio button, one- up vertical	Single	Υ	Skip Logic Group	Task Accomplishment
			I need more time to explore						
		Why wore you unable to ecceptable what you wested to take 0	NO .	Α			N	Ckin Logio Crous	OF Why unoblo
	Α	Why were you unable to accomplish what you wanted to today?			Text area, no char limit		N	Skip Logic Group	OE_Why unable
1 NII 12212		Where do you currently work?	Veterans Health Administration (VHA at VA)	Z, A, B,	Radio button, one-	Circle	V	Ckin I amia	Mort. At
LNH2213			Veterans Benefits Administration (VBA at VA)	E. F. G. Z, A, B,	up vertical	Single	Y	Skip Logic	Work At
			National Cemetery Administration (VDA at VA)	Z, A,B, E					
			VA Central Office (VACO at VA)	Z, A, B,					
				E, F, G,					
			The public/government sector (Non VA)	Z, A, E, F	,				

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Logic Logic Question Text The photos sector C, A, E, F C C										
Logic Logic Question Tear Manual Resource Concessor Sap to Profession Studies Processor Studie		Ol-i								
		Logic					Single or	Required		
Mark	QID	Label	Question Text				Multi	Y/N	Special Instructions	CQ Label
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Mark				· · · · · · · · · · · · · · · · · · ·	0.11.1	,				
March Marc										
LNF2214 A Now long have you been in your current position? See shart			How many total years of work experience do you have?	Less than 1 year		Padio button one				
LNH2214		z					Single	Υ	Skip Logic	TotalWork
LNH-2214 A How long have you been in your current position? Less than 1 years 1.2 years 3.5 years 1.1 years 3.5 years 1.2 years 3.5 years 1.1 years 3.5 years 1.2 years 3.5 years 1.3 years 3.5 years 1.4 years 3.5 years 1.5 years 1.6 years 3.5 years 1.7 years 3.5 years 1.7 years 3.5 years 1.8 years 1.9 years 3.5 years 1.0 year				1-2 years						
Limit Limi				3-5 years						
UNR214 A A leave from have you been in your current position? Less than 1 year 1-2 years 5-10 years 5-10 years 1-2 years 1-2 years 5-10 years 1-2				6-10 years						
Length 1				11 or more years						
September Sept	LNH2214	Α	How long have you been in your current position?	Less than 1 year		Radio button, one-	Single	Υ	Skip Logic	Length of Occupation
Second				1-2 years		IIIn Vertical			- Comp = Cgro	gg
LAN-1231 B What pay-plan-basi describes your-situation? Single V Skip-Logic Pay LAN-1231 B What pay-plan-basi describes your-situation? Single V Skip-Logic Pay LAN-1231 B What pay-plan-basi describes your-situation? Single V Skip-Logic Pay LAN-1231 B What GS-level are you currently classified as? G5-1-5 LAN-1231 G5-1-5 BB What GS-level are you currently classified as? G5-1-6 BB What GS-level are you currently classified as? G5-1-6 BB What GS-level are you currently classified as? G5-1-6 BB What GS-level are you currently classified as? G5-1-6 BB What GS-level are you currently classified as? G5-1-6 BB What GS-level are you currently classified as? G6-1-7 BB What GS-level are you currently classified as? G6-1-7 BB What GS-level are you currently classified as? G6-1-8 BB What GS-level are you currently classified as? G6-1-6 BB What GS-level are you currently classified as? G6-1-6 BB What GS-level are you currently classified as? G6-1-6 BB What GS-level are you currently classified as? G6-1-6 BB Radio-button, one- up vertical Skip Logic Skip Logic Skip Logic Skip Logic Skillin Carrently and the provide service (SES) or equivalent BB Radio-button, one- up vertical Skip Logic Skip Logic Skillin Carrently and the provide service (SES) or equivalent BB Radio-button, one- up vertical Skip Logic Skillin Carrently and the provide service (SES) or equivalent BB Radio-button, one- up vertical Skip Logic Skillin Carrently and the provide service (SES) or equivalent BB Radio-button, one- up vertical Skip Logic Skillin Carrently and the provide service (SES) or equivalent BB Radio-button, one- up vertical Skip Logic Skillin Carrently and the provide service (SES) or equivalent Carrently and the provide service (SES) or equivalent BB Radio-button, one- up vertical Skip Logic Skillin Carrently and the provide service (SES) or equivalent BB Radio-button, one- up vertical Skip Logic Skillin Carrently and the provide service (SES) or equivalent Carrently and the provide service (SES) or eq				3-5 years						
LNH2215 B What pay plan best describes your situation? GS or equivalent BB Radio button, one ten vertical ten				6-10 years						
LNH2216 B What pay plan best describes your situation? Serve quivalent LNH2216 BB What GS level are you currently disselfied as? S61-5 LNH2216 BB What GS level are you currently disselfied as? S61-5 LNH2216 BB What GS level are you currently disselfied as? S61-5 S61-15 S61-16 S61-16 S61-16 Prefer not to answer Federal Wage System or equivalent S67-12 or e				11 or more years						
LNH2216 B What pay plan best describes your situation? Serve quivalent LNH2216 BB What GS level are you currently disselfied as? S61-5 LNH2216 BB What GS level are you currently disselfied as? S61-5 LNH2216 BB What GS level are you currently disselfied as? S61-5 S61-15 S61-16 S61-16 S61-16 Prefer not to answer Federal Wage System or equivalent S67-12 or e				Not currently employed						
MG-or-equivalent WG-or-equivalent WG-or-	LNH2215	В	What pay plan best describes your situation?		BB	Radio button, one-				
LNH2216 BB What GS level are you currently classified as? GS-1-5 Radio button, one- you worken as the considering everything, how satisfied are you with your organization. What pay plan best describes your situation? GS 1-6 or equivalent GS 1-15 For equivalent GS 1-15 or equivalent GS						up vertical	Single	¥	Skip Logic	Pay Level
ENH2216 BB What GS level are you currently classified as? GS 6-10 GS 6-10 GS 6-10 Feder not to answer Federal Wage System or equivalent GS 1-2 or equivalent GS 1-3 or equivalent GS 1-3 or equivalent GS 1-4 or equivalent GS 1-5 or equivalent GS 1-5 or equivalent GS 1-6 or equivalent GS 1-7 or equiv										
SS 6-10 SS 1-1-15 B What pay plan best describes your situation? Federal Wage System or equivalent SS 1-6 or equivalent SS 1-15 or	1 11112210		Milest CC level are view surrenthy electified and			Dadia huttan ana				
SS 11-15 Prefer not to answer Rough roughly, one and popularity to improve my skills in my organization? Per Considering everything, how satisfied are you with your organization? SS 11-15 Prefer not to answer Pederal Wage System or equivalent GS 7-12 or equivalent GS 7-12 or equivalent GS 7-12 or equivalent SS 13-15 or equivalent Senior Executive Service (SES) or equivalent Department of VA nurses (VN) I work in the private sector (non-government) Prefer not to answer Agree Agree Neither agree nor disagree Disagree Strongly Disagree Satisfied Neither agrice nor disagree Disagree Satisfied Neither agrice nor disagree Disagree Satisfied Neither agrice nor disagree Disagree Satisfied Neither satisfied nor dissatisfied Disastisfied Neither agrice nor disagree Disagree Satisfied Neither satisfied nor dissatisfied Disastisfied Neither satisfied nor dissatisfied Neither satisfied nor dissatisfied nor dissatisfied Neither satisfied nor dissatisfied nor dissat	LIVHZZ10	88	What GS level are you currently classified as?			up vertical	Single	¥	Skip Logic	GS Level
Prefer not to answer B What pay plan best describes your situation? Federal Wage System or equivalent GS 1-6 or equivalent GS 3-6 or equivalent GS 3-16 or equivalent Department of VA nurses (VN) I work in the private sector (non-government) Prefer not to answer LNH2217 C Where do you currently work? E I am given a real opportunity to improve my skills in my organization. Strongly Agree Neither agree nor disagree Disagree Strongly Disagree F Considering everything, how satisfied are you with your organization? Prefer not to answer Strongly Disagree Very Satisfied Neither satisfied nor dissatisfied Dissatisfied Dissatisfied										
B What pay plan best describes your situation? Federal Wage System or equivalent GS 1-6 or equivalent GS 7-12 or equivalent GS 13-15 or equivalent GS 13-15 or equivalent Senior Executive Service (SES) or equivalent Department of VA nurses (VN) i work in the private sector (non-government) Prefer not to answer LNH2217 C Where do you currently work? E I am given a real opportunity to improve my skills in my organization. Strongly Agree Neither agree nor disagree Disagree Strongly Disagree Strongly Disagree Strongly Disagree Statisfied Neither satisfied or dissatisfied Neither satisfied or dissatisfied Neither satisfied or dissatisfied Neither satisfied or dissatisfied				GS 11-15						
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Senior Executive Service (SES) or equivalent Department of VA nurses (VN) I work in the private sector (non-government) Prefer not to answer INH2217 C Where do you currently work? E I am given a real opportunity to improve my skills in my organization. Strongly Agree Neither agree nor disagree Disagree Strongly Di				GS 7-12 or equivalent						
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Iwork in the private sector (non-government) Prefer not to answer LNH2217 C Where do you currently work? Text area, no char limit N Other documents of the private sector (non-government)				Senior Executive Service (SES) or equivalent	_					
Iwork in the private sector (non-government) Prefer not to answer LNH2217 C Where do you currently work? Text area, no char limit N Other documents of the private sector (non-government)			-	Department of VA nurses (VN)						
Prefer not to answer LNH2217 C Where do you currently work? E am given a real opportunity to improve my skills in my organization. Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree Strongly Disagree Very Satisfied Neither satisfied nor dissatisfied Dissatisfied Neither satisfied nor dissatisfied Dissatisfied Neither satisfied nor dissatisfied			-		\dashv					
LNH2217 C Where do you currently work? E I am given a real opportunity to improve my skills in my organization. Strongly Agree Agree Neither agree nor disagree Disagree Strongly			-		+					
E I am given a real opportunity to improve my skills in my organization. Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree Strongly Disagree Very Satisfied Neither satisfied nor dissatisfied Dissatisfied Neither satisfied Neither satisfied nor dissatisfied Dissatisfied Neither satisfied Neither satisfied nor dissatisfied Dissatisfied Neither satisfied Neadio button, one-up vertical Neither satisfied	LNH2217	С	Where do you currently work?			Toyt area no char				
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Agree Neither agree nor disagree Disagree Strongly Disagree F Considering everything, how satisfied are you with your organization? Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Dissatisfied Agree Neither agree nor disagree Strongly Disagree Strongly Disagree Radio button, one- up vertical S Y Skip Logic OrgS: OrgS		E		Strongly Agree				.,		
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Strongly Disagree F Considering everything, how satisfied are you with your organization? Very Satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Dissatisfied Neither satisfied Dissatisfied Neither satisfied Dissatisfied Dissatisfied Dissatisfied Neither satisfied Dissatisfied Dissatisfied Neither satisfied Dissatisfied Dissatisfied Neither satisfied Dissatisfied Dissatisfie										
F Considering everything, how satisfied are you with your organization? Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Dissatisfied										
organization? Satisfied Neither satisfied nor dissatisfied Dissatisfied Organization? Up vertical S Y Skip Logic OrgSi Vertical S V Skip Logic OrgSi Vertical S V Skip Logic OrgSi OrgSi		-	Concidering eventhing, how catisfied are you with your							
Satisfied Neither satisfied nor dissatisfied Dissatisfied		F		very Sausileu			S	Υ	Skip Logic	OrgSatisfaction
Dissatisfied Dissatisfied				Satisfied					Citip Edgio	o.goulisiaolioli
very dissausiled										
G How satisfied are you with your opportunity to get a better job in Very Satisfied Radio button, one-		G	How satisfied are you with your opportunity to get a better job in	*		Padio button one				
radio batton, one			your organization?				S	Υ	Skip Logic	OrgAdvancement

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pink: ADDITION blue + -->: REWORDING

MyCarooratVA	CHISTOM	DUESTION LIST
IVI Y Cal Et lat V A	CUSTONIC	JUESTIUN LIST

	Skip Logic		Answer Choices		Type (select from	Single or	Required		
QID	Label	Question Text	(limited to 50 characters) Satisfied	Skip to	list)	Multi	Y/N	Special Instructions	CQ Label
			Neither satisfied nor dissatisfied						
			Dissatisfied						
			Very Dissatisfied						
	н	Considering everything, how satisfied are you with your job ?	Very Satisfied		Radio button, one-				
	1 "	considering everything, now exactice are you man your job.	voly calcined		up vertical	S	Υ	Skip Logic	JobSatisfaction
			Satisfied		- F	_	-		
			Neither satisfied nor dissatisfied						
			Dissatisfied						
			Very Dissatisfied						
	T.	Are you considering leaving your organization in the next year,	No		Radio button, one-				
		and if so, why?			up vertical	S	Υ	Skip Logic	LeavingJob
			Yes, to retire						
			Yes, to take a job within the Federal Government						
			Yes, to take a job outside the Federal Government						
			Yes, other						
	D	Would you consider applying for a job with VA?	Yes		Radio button, one-		.,	Older Levels	A
			Maybe		up vertical	S	Υ	Skip Logic	ApplytoVA
			Mo						
		How would you describe your navigation experience on this site			Checkbox, one-up				
		today? (Please select all that apply.)	I had no difficulty navigating this site		vertical	M	Υ	Skip	Navigation Exp
			Links often did not take me where I expected						· · · · · · · · · · · · · · · · · · ·
			I had difficulty finding relevant information						
			Labels are difficult to understand						
			Too many links to choose from						
			I had technical difficulties (error messages, broken links, etc.)						
			I could not navigate back to previous information						
	-		I had a navigation difficulty not listed above:	Α			N		
	Α	Please describe the navigation difficulty you encountered today.			Text area, no char limit				OE_Nav Difficulty
		Did you use the Resume Builder - a tool designed to help you	Yes	Α	iiiiiic				OL_Nav Difficulty
		create and format a resume that meets Federal requirements -			Radio button, two-				
		during your visit today?			up vertical	single	Υ	Skip	Job Finder
			No						
			Don't remember/don't know what it is						
	Α	How would you describe the Resume Builder?	Very useful		Radio button, one-				
					up vertical	Single	Υ	Skip Logic Group	Job Finder Experien
			Useful						
			Somewhat useful						
			Not useful	В					
	В	Why did you rate the tool as not useful?	I do not understand the purpose of this tool	_					
	"	with did you rate the tool as not useful?			Text area, no char	Single	N	Skip Logic Group	OE ResumeBuilde
		Did you use the Job Finder - a job search tool where you can	Yes	Α		Unigic		Chip Logic Group	JE_Resumerunde
		browse current openings within VA - during your visit today?		1	Radio button, two-				
					up vertical	single	Υ	Skip	Job Finder
			No						
			Don't remember/don't know what it is						
	Α	How would you describe the Job Finder?	Very useful		Radio button, one-				
					up vertical	Single	Y	Skip Logic Group	Job Finder Experier
			Useful	1					
			Somewhat useful	1 -	1				
	1		Not useful	В	1				
	В	M/by did you rate the tool or not useful?	I do not understand the purpose of this tool	+	_				
	В	Why did you rate the tool as not useful?		1	Text area, no char limit	Single	N	Skip Logic Group	OE JobFinder

red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH2218	Laber	Did you use the Career Mapping Tool - a tool that starts with	Yes	A	listy	Single	Y	Skip Logic Group	Career Map Tool
		your current job and then compares various career paths you could follow at VA - during your visit today?			Radio button, one- up vertical	3 3		, , ,	
			No						
LNH2219	A	How would you describe the Career Mapping tool?	Don't remember/don't know what it is Very useful		radio button, one-	Single	Y	Skip Logic Group	Career Map Experience
LINIZZIS	A	How would you describe the Career Mapping tool?			up vertical	Siriyle	T	Skip Logic Group	Career Map Experience
			Useful						
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
	В	Why did you rate the tool as not useful?			Text area, no char limit	Single	N	Skip Logic Group	OE_CareerMap
LNH2220		Did you use the My Career Fit Tool - a short questionnaire that helps you to match your interests and preferences to jobs across VA - during your visit today?	Yes	Α	Radio button, one- up vertical	Single	Y	Skip Logic Group	Career Fit Tool
			No						
			Don't remember/don't know what it is						
LNH2221	Α	How would you describe the My Career Fit tool?	Very useful		up vertical	Single	Y	Skip Logic Group	Career Fit Experience
		, ,	Useful		up vertical	-			
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
	В	Why did you rate the tool as not useful?			Text area, no char				
	"	willy did you rate the tool as not useful:			limit	Single	N	Skip Logic Group	OE_CareerFit
LNH2222		Did you use the VA Career Guides - a tool that lets you explore information about occupations and job titles across VA - during your visit today?		A	Radio button, one- up vertical	Single	Y	Skip Logic Group	Career GuidesTool
			No						
			Don't remember/don't know what it is						
LNH2223	Α	How would you describe your experience using the VA Career Guides?	Very useful		Radio button, one- up vertical	Single	Y	Skip Logic Group	Career GuidesExperian
			Useful Sameuthat useful						
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
	В	Why did you rate the tool as not useful? Which tools, resources, or training program did you find most helpful?			Text area, no char limit Text area, no char	Single	N	Skip Logic Group	OE_CareerGuide
		What other tools, recovered or corner development			limit	Single	N		OE_MostUseful
		What other tools, resources, or career development content would you find useful on the site?			Text area, no char limit	Single	N		OE_SuggestedContent

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MyCareeratVA CUSTOM QUESTION	LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH2224		How did you learn about MyCareer@VA? (Select all that apply)	Online or email communications (e.g., VA website, online article, news-letter-or-search engine)		Checkbox, one-up vertical	Multi	N	Skip Logic Group*	Learn about Site
			VA Main Website						
			Other online source (e.g. search engine, online article, social media)						
			E-mail communication (e.g. newsletter)						
			An event (e.g., presentation, training, conference)						
			Leadership (e.g., supervisor, facility director)						
			A learning and development supporter (e.g., training manager, designated learning officer, HR staff, mentor)						
			A colleague						
			Other, please specify	Α					
LNH2225	Α	Please tell us how you learned about MyCareer@VA:			Text area, no char I	imit	N		OE Learn about site
LNH2226		The most important thing that MyCareer@VA has helped me do or understand is? (select all that apply)	Get an overview of the types of careers VA offers and about working for VA in general		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Most Important
			Get detailed information about specific careers at VA		VOLUCIA				
			Find relevant job openings to apply to now						
			Map my long-term career path(s) and find relevant jobs for the future						
			Inform my Individual Development Plan (IDP) (e.g., identify relevant training and developmental experiences						
			Nothing						
			Other, please specify	Α					
LNH2227	Α	What else did MyCareer@VA help you do or understand?			Text area, no char l		N		
LNH2228		Have you ever accessed MyCareer@VA website from a mobile device?		Α	Radio button one up vertical	Single	N	Skip Logic	Mobile Access
			No						
LNH2229	Α	What were you most interested in doing with your mobile device on MyCareer@VA?	Finding what job fits me best		Radio button one up vertical	Multi	N	Skip Logic	Mobile Reason
			Finding where I fit within VA						
			Mapping next steps in my career						
			Building a resume						
			Finding available jobs						
			Getting an internship						
			Other, please specify	AA					
LNH2230	AA	Please describe what else you would like to do on MyCareer@VA from your mobile device.			Text area, no char l	imit	N	Skip Logic	OE_Mobile
LNH2231		If you could recommend one improvement to the MyCareeratVA website what would it be?			Text area, no char l	imit	N		OE_One Improvement

		MyCareeratVA CUSTOM QUES	TION LIST					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	How frequently do you visit this site?	First time		Radio button, one-up vertical	Single	Y		Visit Frequency
		More than once a day						
		Daily						
		About once a week						
		About once a month Every 6 months or less						
	What best describes your role in visiting the site today?	Current VA employee	ABCD	radio button, one-up vertical	Single	Υ	01:1	
	what best describes your for in visiting the size today.	Active military interested in pursuing a career with the VA upon discharge Veteran interested in pursuing a career with the VA Non veteran interested in pursuing a career with the VA Currently a supervisor within the VA looking for available resources for staff development Just browsing the site Other, please specify	E, F G G	radio battori, one ap versea	Single	·	Could break down curren by Entry, Mid, Senior, Sup mangers depending upor reporting needs. This wo skip A and B	pervisors and n internal
ZZ	Other role:	Other, please specify		Text area, no char limit	Single	N	Skip Logic Group	OE_Other Role
	How long have you been employed by the VA?	Less than 1 year		Radio button, one-up vertical	Single	N	Chip Logic Group	Years Employed
		1 - 2 years						1
		3 - 5 years						
		6 - 10 years						
		11 - 15 years						
		16 - 20 year						
		21 - 25 years						
_	Miles CO I and I am a second a least "Field	Over 25 years						
В	What GS level are you currently classified?	GS 1-5			Single	N	Skip Logic Group	GS Level
		GS 6-10						
		GS 11-15 Perfor not to answer						
С	Within what job family are you currently employed?	Prefer not to answer Acquisition		Radio button, one-up vertical	Single	Y	Skip Logic Group	Job Family
	Tham that job lammy are you carronal employed.	Audiology and speech language pathology		radio battori, one ap vertical	Single		Skip Logic Group	OOD I WITHIN
		Blind rehabilitation						
		Cemetery operations						
		Claims						
		Criminal investigator						
		Dietetics						
		Equal employment opportunity						
		Finance and accounting						
		Health systems administration						
		Human resources						
		Information technology Kinesiotherapy						
		Loan guaranty						
		Management analyst						
		Medical supply						
		Nursing						
		Occupational therapy						
		Pharmacy						
		Physical therapy						
		Physician assistant						
		Psychology						
		Public affairs and communications						
		Radiology Recreation and creative arts therapy						
		Social work						
		Vocational rehabilitation/VR&E						
		Don't know						
		Other	СС					
СС	What other job family are you a part of?			Text area, no char limit		N	Skip Logic Group	OE_Job Family
	Are you interested in or considering changing job families?	Yes		Checkbox, one-up vertical	Single	N	Skip Logic Group	Change job Family
		No						
		Not Sure						
E	Are you also a veteran?	Yes			Single	N	Skip Logic Group	Veteran Employee
		No						

		MyCareeratVA CUSTOM QUEST	TION LIST					
Skip Logic	Question Text	Answer Choices	Skin to	Tune (collect from link)	Single or Multi	Required Y/N	Cassial Instructions	COLobel
Label F	When will you be discharged?	(limited to 50 characters) Less than 1 month	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label Discharge Estimate
	when will you be discharged:	2-3 months						Discharge Estillate
		4-6 months						
		7-9 months						
		10 - 12 months						
		Longer than 1 year			1			
		N/A	FF					
FF	I will be discharged:	Other, please specify	FF	Text area, no char limit		N	Skip Logic Group	OE_Discharge
	Are you currently employed?	Yes		rext area, no char mint	Single	IN	Skip Logic Group	Vet Employment St
	, no you canonay employed.	No No			- Ciligio		Only Logic Group	r ot Employment of
	What best describes your primary reason for visiting MyCareeratVA today? (Select all that apply)	VA Career planning and development		Checkbox, one-up vertical	Multi	Y		Primary Reason
		Trying to find out what career track is right for me		·				
		Search jobs within the VA						
		Continuing education and learning Interested in relocating to another geographic location and maintaining employment within the VA						
		Access my personal account						
		Create resume and/or use the resume builder						
		Interested in VA intership programs						
Δ.	Diagon departies your primary reason for visiting the site	Other, please specify	Α		-	N	Ckin Logio Croup	OE Primary Reaso
Α	Please describe your primary reason for visiting the site today?			Text area, no char limit		I N	Skip Logic Group	OE_Primary Reaso
	Did you use the Career Mapping Tool during your visit today?	Yes	A,B	rext area, no charmin	Single	Υ	Skip Logic Group	Career Map Tool
	- in you are an early mapping you aming you managed.		,-	Checkbox, one-up vertical	9.5			
		No	С					
		Don't remember/don't know what it is						
Α	Was this your first time using the Career Mapping Tool?	Yes			single	N		Career Map use
		No .	AA					
AA	About how often have you used the Career Mapping Tool?	1 - 2 times 3 - 5 time				N		Career Map Freque
		More than 5 times						
В	How would you describe your experience using the Career	Extremely easy to use			Single	N	Skip Logic Group	Career Map Difficul
	Mapping tool?	Examinity duby to doo		Radio button, one-up vertical	- Cilligio	.,	Omp Logic Croup	Carcor map Dimodil
		Very easy to use						
		Moderately easy to use						
		Easy, but experienced some difficulty	BB					
		Difficult to use	BB					
BB	What could be improved with the Career Mapping Tool to	Extremely difficulty to use	BB	Text area, no char limit		N		OE Career Map In
	improve your experience?			Text area, no onar nillit				
С		Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other			Single	N	Skip Logic Group	Career Map no use
	Did you use the Career Fit Tool during your visit today?	Yes	A,B	Checkbox, one-up vertical	Single	Y	Skip Logic Group	Career Fit Tool
	January 1	No No	C				p == g.: 5.00p	
		Don't remember/don't know what it is						
Α	Was this your first time using the Career Fit Tool?	Yes			Single	N	Skip Logic Group	Career Fit use
		No	AA					
AA	About how often have you used the Career Fit Tool?	1 - 2 times			Single	N		Career Fit Frequent
		3 - 5 time More than 5 times						
В	How would you describe your experience using the Career Fit				Single	N	Skip Logic Group	Career Fit Difficulty
	tool?			Radio button, one-up vertical	0g.0		Zp Zogio Oroup	230. Tit Dimbutty
		Very easy to use						
		Moderately easy to use						
		Easy, but experienced some difficulty	BB					
		Difficult to use	BB					

MyCareeratVA CUSTOM QUESTION LIST

		MyCareeratVA CUSTOM QUES	TION LIST					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
BB	What could be improved with the Career Fit Tool to improve	Extremely difficulty to use	BB	Text area, no char limit		N		OE Career Fit Imp
55	your experience?			Text area, no char mine		"		OL_Garcer i it imp
С	Why didn't you use the Career Fit Tool today?	Don't know what it is			Single	N	Skip Logic Group	Career Fit no use
		Didn't have time during this visit						
		Just browsing the site I didn't understand how to use it			+			
		Other						
	Did you use the Career Guides during your visit today?	Yes	A,B	Checkbox, one-up vertical	Single	Υ	Skip Logic Group	Career GuidesToo
		No	C					
		Don't remember/don't know what it is						
Α	Was this your first time using the Career Guides?	Yes No	AA		Single	N	Skip Logic Group	Career Guides use
AA	About how often have you used the Career Guidesl?	1 - 2 times	HAA HA		Single	N		Career Guides Fre
AA	About now often nave you used the ourcer outdest.	3 - 5 time			Sirigic			Curcer Cuides i ie
		More than 5 times						
	How would you describe your experience using the Career	Extremely easy to use			Single	N	Skip Logic Group	Career GuidesDiffi
	Guides?			Radio button, one-up vertical				
		Very easy to use Moderately easy to use						
		Easy, but experienced some difficulty	BB					
		Difficult to use	BB					
		Extremely difficulty to use	BB					
BB	What could be improved with the Career Guides to improve your experience?			Text area, no char limit		N		OE_Career Guides
С	Why didn't you use the Career Guides today?	Don't know what they are			Single	N	Skip Logic Group	Career Guides no
		Didn't have time during this visit						
		Just browsing the site I didn't understand how to use them						
		Other						
	Did you interact with any of these other sections of the site during your visit today? (Select all that apply)	Resume builder		Checkbox, one-up vertical	Multi	Y		Other Sections
		Education and learning			1			
		Video gallery						
		Military to civilian						
		Job finder Internship programs						
		FAQ						
		Resources for supervisors and other HR professionals						
		Other						
	Were you able to accomplish what you wanted to during your visit today?			Checkbox, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishn
		No Partially	A,B A,B					
Α	What specifically were you trying to accomplish today?	i arrany	A,D	Text area, no char limit		N	Skip Logic Group	OE What unable
В	Why were you unable to accomplish what you wanted to today?			Text area, no char limit		N	Skip Logic Group	OE_Why unable
	Thinking about the MyCareeratVA homepage did it make it clear where you needed to go to find what you were looking for today?	Yes		Checkbox, one-up vertical	Single	Y		Homepage clarity
		No	Α	Chookeda, one up vertical		N		
Α	What could have improved your ability to find what you were looking for from the homepage?			Text area, no char limit				OE_Improve Home
	How would you describe your navigation experience on the site today? (Select all that apply.)	I had no difficulty <i>navigating</i> this site Links often did not take me where I expected		Checkbox, one-up vertical	Multi	Y		Navigation Experie
		Had difficulty finding relevant information						
		Labels are difficult to understand						
		Too many navigational options to choose from						
		Had technical difficulties (error messages, broken links, etc.)						

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

			MyCareeratVA CUSTOM QL	JESTIC	ON LIST					
Skip Logic			swer Choices				Single or	Required		
Label	Question Text		to 50 characters)		Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Label
		Could not navigate back to previous I had a navigation difficulty not listed								
	The continue difficulty the continue of the decrease	i i	above:			Total and the short		NI.		OF New Difficults
	The navigation difficulty I experienced today was:	Open-ended				Text area, no char limit		N		OE_Nav Difficulty
	Did you create a new account or log in to your previously established account today?	Yes	Might want to remove this question set if we are able to capture login		Α	Checkbox, one-up vertical		N	Skip Logic Group*	Login
		No	and no log in with a CPP. We could		В					
Α	Did you encounter any difficulties with your account	Yes	than add the follow up questions if we see a significant difference in		С	Checkbox, one-up vertical		N	Skip Logic Group*	Login Difficulties
		No	satisfaction among these visitors.							
	Please tell us what difficulties you encountered today with your account:		satisfaction among these visitors.			Text area, no char limit		N	Skip Logic Group*	OE_Login Difficultie
	Why have you not created a personal account? (Select all that apply)	Don't know what it is				Checkbox, one-up vertical		N	Skip Logic Group*	No Account
		Plan to on my next visit								
		Could not complete the set up today								
		Do not need an account								
		Other								
	How did you learn about MyCareeratVA? (Select all that apply)	Media advertisement				Checkbox, one-up vertical	Multi			Learn about Site
		From the VA website								
		Veterans Employment Materials								
		Sponsored Job Fair								
		Placement/Transition Center								
		Search engine (Google, Bing, Yaho	o, etc.)							
		Family member or friend								
		Co-worker or Supervisor								
		Other, please specify			Α					
Α	Please tell us how you learned about MyCareeratVA:									OE_Learn about sit
	Have you ever accessed MyCareeratVA website from a mobile device?	Yes			Α	Radio button one up vertical	Single	N	Skip Logic	Mobile Access
		No								
Α	Were you successful in viewing content from this site on your mobile device?	Yes								Mobile View
		No								
	If you could recommend one improvement to the MyCareeratVA website what would it be?									OE_One Improvem

#REF!
MyCareeratVA
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 3/1/2008

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pink: ADDITION

	MyCareeratVA CUSTOM QUESTION LIST										
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label		
			Afghanistan		Drop down, select one	Single	Y		COUNTRY		
			Albania								
			Algeria								
			Andorra								
			Angola								
			Antigua and Barbuda								
			Argentina								
			Armenia								
			Australia								
			Austria								
			Azerbaijan Dahaman								
			Bahamas Bahrain								
			Bangladesh Barbados	-							
			Belarus	-							
			Belgium	1							
			Belize	-							
			Benin	-							
	I	l	DETIIII	J	I	I	[

MyCareeratVA
MID: Existing Measure - Please fill in; New Measure - DOT will fill in
Date: 3/1/2008

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

			MyCareeratVA CUSTOM QUESTION LIST			
QID	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
		What region do you live in?	Asia		Drop down, select one	Single

Required Y/N	Special Instructions	
×	opoola monuonono	

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BEL pink: ADDITION

			CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text Do you expect to spend more or less online during the 2012 holiday	Answer Choices (limited to 50 characters) A lot more	Skip to	Type (select from list) Drop down, select one	Single or Multi Single
		season compared to 2011? Please use the	A little more Lexpect to spend about the same amount as last year following guidelines: DIFY THE WORDING of the ANSWER CHOICES	-	Drop down, Select one	Sillyle
		season with retailer.com compared to 201 - DO NOT ADD - DO NOT CHA order changed - DO NOT char	OFF THE WORDING OF THE ANSWER CHOICES ANSWER CHOICES OR DELETE ANSWER CHOICES NGE ORDER OF ANSWER CHOICES, if you would like ans I, please request randomization nge the CQ LABELS nge your company name in the question which is highlig			Single
	A	Why do you expect to spend more online holiday season? (please select all that appl Other reason to spend more online:	Merchandise selection Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify):	С	ne-up vertical Text area, no char limit	Multi
	В	Why do you expect to spend less online with retailer.com this holiday season? (please select all that apply)	Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify):	С	Checkbox, one-up vertical	Multi
	С	Other reason to spend less online: Please tell us what you did on retailer.com today.	I made a purchase for myself today		Text area, no char limit Radio button, one-up vertical	Single
			I bought a gift for someone else today I was browsing today to purchase online later			

underlined & italicized: RE-ORDER

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BEL pink: ADDITION

blue + -->: REWORDING

CUSTOM QUESTION LIST

			COSTON QUESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single o
			I was browsing today to purchase at one of the store locations I was browsing today to see what you have Other (please specify):	A		
	Α	What else did you do on <i>retailer.com</i> today?	Cities (piease specify).		Text area, no char limit	
		Did you access (insert retailer's name here) mobile website, or mobile shopping app while holiday shopping this year?	Yes No	A	Radio button, one-up vertical	Single
	A	Why did you do so? (Please select all that apply.)	To compare different products To look up price information about a product To look up product specifications To view product reviews To make a purchase To find a store location		Checkbox, one-up vertical	Single
			Another reason:	В	Text area, no char limit	
		Please specify the other reason you accessed the company's website or app from a mobile device:			Text area, no char limit	
		Have you ever used a mobile device to access any retailer's website, mobile website, or mobile shopping app?	No, and I don't plan to No, but I might in the future Not sure			-
		Which of the following ways did you use your mobile device this holiday season? (Please select all that apply.)	I used my mobile device to access the Internet to research products (compare product details, look up prices, find store locations, etc.) I made purchases online from my mobile device I used my mobile device to compare products or prices while I'm shopping in person in a store I used retailer-developed mobile shopping apps None of these	A A A	Checkbox, one-up vertical	Multi
	A	How did you use your mobile device while in retail stores this holiday season? (Please select all that apply.)	I accessed the store's website I accessed a competitor's website I accessed a shopping comparison website (Shopzilla.com, Shopping.com) I accessed the store's mobile shopping app I accessed a competitor's mobile shopping app		Checkbox, one-up vertical	Multi
		Please think about your shopping preferences . In general, which of the following is your preferred way to shop for the type of product you researched or purchased today ?	Research and buy online , have product delivered		Radio button, one-up vertical	Single

Holiday 2012 Custom Question Setup

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underlined & italicized: RE-ORDER

YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BEL pink: ADDITION

		CUSTOM QUESTION LIST				
QID	Skip Logic Label	Answer Choices (limited to 50 characters) Research and buy online, pick up in store Research in a catalog and call to order Research online, call to order Research in a catalog and buy online Research online, buy in store Research in store, buy online	Skip to	Type (select from list)	Single or Multi	
		Research and buy in store None of these			Exclusive Ans	

Required Y/N Y	Special Instructions	CQ Label H2012-Spend general
Y	Skip Logic Group	H2012-Spend retailer
Y	Skip Logic Group	H2012-Spend more
	Randomize	
	Anchor Answer Choice	
Y	Skip Logic Group	H2012-Spend more other H2012-Spend less
	Randomize	
	Anchor Answer Choice	
		H2012-Spend less other
Y	OPS Group	H2012-task accomp

Required		
Ϋ́/N	Special Instructions	CQ Label
	Anchor Answer Choice	
	OPS Group	H2012-task accomp other
Y	Skip Logic Group	H2012-access mobile
Y	Skip Logic Group Randomize	H2012-why access mobile
	Anchor Answer Choice	H2012-access other
Υ	Skip Logic Group	H2012-why access other
Y		H2012-mobile any
Y	Skip Logic Group Exclusive Answer Choice	H2012-mobile use
Y	Skip Logic Group	H2012-mobile use store
Y	Randomize	H2012-shop preference

Required Y/N	Special Instructions	CQ Label
wer Choice	Anchor Answer Choice	

Festive Season 2012 Custom Question Setup	red & strike through: DELETE
	underlined & italicized: RE-ORDER
YOU MUST KEEP THE CQ LABELS AS THEY ARE LABELED BEL	pink: ADDITION

			CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	
		Do you expect to spend more or less online during the 2012 festive season compared to 2011?	A lot more		Drop down, select one	Single	

Required Y/N Y	Special Instructions	

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pink: ADDITION



			CUSTOM QUESTION	ON LIST							
QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters	o)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label	
(5.54)		Which of the following phrases would you use to describe your experience with this website? (Select all that apply)	e Provides enjoyment			Checkbox, one-up vertical	Multi	-	Skip Logic Group	CME - Phrase	
			Makes me happier						Randomize		
			Inspires my life								
			Challenges my thinking								
			Part of my routine	51 11 6							
			Visited daily	Please use the fo	llowing g	uidelines:	es: IG of the ANSWER CHOICES				
			Helps me make better decisions			CHOICES OR DELETE A					
			Improves my life				NSWEK CH	OICES	•		
			Makes me a better person Makes me closer to my community - DO NOT chang			LADELJ					
			Provides viewpoints from others								
			Gives opportunity to comment								
			Lets me interact with others								
			Provides a social outlet for me								
			Keeps me informed								
			Enables discussions with others								
			Other, please specify		Α				Anchor Answer Choice		
	А	Please provide any other phrases you would use to describe your experience with this website.				Text area, no char limit		No	Skip Logic Group	OE_CME Phrase	
deneen.davis: DO NOT USE. FROM PHASE I	THESE QUE	In the following section, please consider the personal meaning of ith this brand's website. STIONS WERE blease describe the MEANING of this				Text area, no char limit	Single	N		CME - Meaning	
		In the space below, please describe HOW YOU USE the information you get, or the experience you have, with this website.				Text area, no char limit	Single	N		CME - Use	
		In the space below, please describe the most MEMORABLE MOMENT you have had with this website.				Text area, no char limit	Single	N		CME - Memorable	

Socia I-DO NOTE	- DO N - DO N - DO N choice - DO N DOT F - DO N %20D %20D To hel on eit	NOT MO NOT ADD NOT CHA e order co NOT ADD person NOT char MORE INF ocument faterials/ p clients her inclu a blue ba	following guidelines: DIFY THE WORDING of the ANSWER CHOICES IN ANSWER CHOICES OR DELETE ANSWER CHOICES OR DELETE ANSWER CHOICES OR DELETE ANSWER CHOICES IN GREEN, it hanged, please request randomization /DELETE more than 2 ANSWER CHOICES IN PIECE OF CO. 10 ANSWER CHOICES IN PIECE OF CHOICES IN PIECE OF CHOICES IN PIECE OF CO. 10 ANSWER CHOICES	i you would like answer with without speaking with a n/clients/SIR nly)/Social%20Value locx nts are hearing about them close ended question (below	ok, Twitter)		er choice added: Onli			Special Instructions Rank Group st) orks (Facebook, Twitter	CQ Label SV - Rank 1
					omeone I know	3					
				TV, radio, newspaper, or magazine a Internet advertising	advertising						
				Don't know Other		-				Anchor Answer Choice Anchor Answer Choice	
			Rank 2 (Optional)	Message or recommendation from a Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Face Message directly from the company of Online Priboard (Pinterest) Mobile phone text messages or alert instant Message from a friend or coll personnel of the properties of properties of the properties of properties of the properties of properties of properties propert	ebook,Twitter) on a social network		Drop down, select one	Single	N	Rank Group Adjust Template/Style Sheet Randomize	SV - Rank 2
				Internet advertising Don't know		=				Anchor Answer Choice	
			Rank 3 (Optional)	Other Message or recommendation from a Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Face Message directly from the company of Online Piriboard (Pinterest) Mobile phone text messages or allette instant Message from a finend or coli Camiliarity with sent/company/brand Pictoriothous demails from the compa Search engine results Word of mount recommendation from Ty, radio, newspaper, or magazine a internet advertising	ebook,Twitter) on a social network s		Drop down, select one	Single	N	Anchor Answer Choice Rank Group Adjust Template/Style Sheet Randomize Anchor Answer Choice	SV - Rank 3
				Don't know Other						Anchor Answer Choice	
			Questions Below Are Op	tional, They Are	Not Used In	The S	Social Media	<u>Val</u> ue	e Cald	culation.	
			If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)				Text area. no char limit		N		SV - Other Social Network
			If you heard about this website from a social network, please select which social network it was.	delicious digg Facebook Google+ Groupon			Radio button, one-up vertical		N	OPS Group Randomize	SV-Social Network
				Linkedin LivingSocial MySpace reddit StumbleUpon Twitter YouTube							
		A	If you heard about this website from a social network,	Other, please specify		A	Text field, <100 char		N	Anchor Answer Choice OPS Group	SV - Other
			please specify the site.								Social Network

Model Instance Name: Fill-in Measure Name MID: Date: 11/1/2011

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blue + -->: REWORDING

0 = Very Likely



			Fill-in Measure Name CUSTO	M QUESTION LIST				
QID	Skip Logic Label	Question Text How likely are you to discourage others for business with this company? Cor info Cite Me	ase use the following guidelines: D NOT MODIFY THE WORDING of the QUESTION OR ANSW D NOT change the CQ LABELS stact Gail Applin and Drew Bennett when adding this question is needed: Int Name assure Name Destion Live Date		Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label WordofMouthIndex
			10 = Very Likely		T			
		How likely are you to discourage others from do business with this agency/association/organizat	00?	Radio button, scale, no don't know	Single	Y		WordofMouthIndex
		How likely are you to discourage others from interacting with this association/agency/organiza	1 = Very Unlikely	Radio button, scale, no don't know	Single	Y		WordofMouthInde:

	Consider Keeping		
	Were you able to accomplish what you wanted to during your visit today?	Yes	
		No	A,B
		Partially	A,B
Α	What specifically were you trying to accomplish today?		
В	Why were you unable to accomplish what you wanted to today?		
	Thinking about the MyCareeratVA homepage did it make it clear where you needed to go to find what you were looking for today?	Yes	
		No	Α
Α	What could have improved your ability to find what you were looking for from the homepage?		

How would you describe your navigation experience		
on this site today? (Please select all that apply.)	I had no di	 fficulty navigating/brc
(did not take me wher
	Had difficu	Ity finding relevant info
	Links/label	s are difficult to under
	Too many	links/navigational optic
	Had techn	cal difficulties (error m
	Could not	havigate back to previ
	I had a nav	igation difficulty not lis
Other navigation difficulty:	Open-ende	d

Checkbox, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishment
Text area, no char limit		N	Skip Logic Group	OE_What unable
Text area, no char limit		N	Skip Logic Group	OE_Why unable
Checkbox, one-up vertical	Single	Y		Homepage clarity
		N		
Text area, no char limit				OE_Improve Homepage

wsing on this site
re I expected
ormation/products
stand
ons to choose from
nessages, broken links, etc.)
ous information
sted above: