CMC Customer Satisfaction Survey - Screen Shots

Link to Survey Monkey Instrument: https://www.surveymonkey.com/r/LQWSFVR



CMC Customer Satisfaction Survey

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The questions in this survey are designed to obtain information on DOL's Competency Model Clearinghouse through ratings, multiple choice questions and short fill-in responses. The survey consists of 18 questions and is estimated to take no more than six minutes to complete. Please note that this survey is being administered by SurveyMonkey.com and DOL cannot guarantee the protection of survey responses, so we ask that you not include sensitive personal information in your responses.

Paperwork Reduction Act (OMB Control Number 1225-0088, Expires 08/31/2017). According to the Paperwork Reduction Act of 1995, persons are not required to respond to a collection of information unless it displays a valid control number. Public reporting burden for this collection of information is estimated to average 6 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Completion of this survey is completely voluntary, and information collected will be kept private to the extent permitted by law and used for program evaluation purposes only.

Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to:
U.S. Department of Labor-OASAM, Office of the Chief Information Officer, Attn: Departmental Information Compliance Management Program, Room
N1301, 200 Constitution Avenue, N.W., Washington, D.C. 20210; or by email: DOL_PRA_PUBLIC@dol.gov.

Thank you for your participation.





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1. Ho	w did you hear about the C	ompetency Model Clearinghouse (CMC)? (Please check all that a	apply)					
	Web search								
	Through a friend or colleague								
	Through a news article								
	Other (please specify)								
]						
			1						
2. W	hat was your primary goal i	n using the CMC website? (Please o	heck all that apply)						
	Curriculum/training develop	ment or evaluation							
	Use in human resource functions (e.g., Developing job descriptions/performance appraisals)								
	Career pathway development								
	Develop/update an assessment, license or certification								
П	Communicate workforce nee	eds							
П	Sector strategy/employer en	gagement							
П	Other (please specify)								
			1						
			J						
2 Ho	w often have you visited the	ne CMC website in the last 6 month	e?						
3. 110	0	1-2 times	3-9 times	10+ times					
	0	0	0	0					
4. W	hen did you last visit the CM	MC website?							
		Month		Year					
	Date:	0		0					
		January		2008					
		February March		2009					
		April		2011					
		May June		2013					
		July		2014					
		August		2015					
		September October		2016					
		November							
		December							

How easy was it for you to f	ind what you were look	ing for on the CMC website?		
Very	Easy	Moderate	Hard	Very hard
\circ	\circ	\circ	\circ	\circ
If you found it 'Hard' or 'Very I	Hard' to find what you were	e looking for on the CMC website	please let us know why.	
			.42	
lave upoful did van find tha	CMC website in meetin	a versus mondo?		
ow useful did you find the Very useful	Useful	Somewhat useful	Not very useful	Not useful at all
	0			
<u> </u>	- C		0	0
f you found the CMC website	'Not very useful' or 'Not us	seful at all' please let us know wh	у.	
			.#	
ow would you rate the qua		's look and feel?		
Excellent	Very good	Good	Fair	Poor
0	0	0	0	0
f you found the CMC website	's look and feel to be 'Fair'	or 'Poor' please let us know why.		

8. How would you rate the la	yout of the CMC website?			
Excellent	Very good	Good	Fair	Poor
\circ	\bigcirc	\circ	\circ	\circ
If you found the CMC websit	e's layout to be 'Fair' or 'Poor' p	olease let us know why.		
9. How would you rate the na	ovigation of the CMC websit Very good	e? Good	Fair	Poor
0	0	0	0	0
10. How would you rate the f			.t <u>i</u>	
Excellent	Very good	Good	Fair	Poor
If you found the functionality	of the CMC website to be 'Fair	r' or 'Poor' please let us know v	vhy.	



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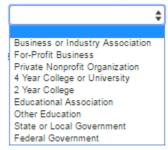
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11. What section(s) of the CMC website did you use? How useful were those sections? (Please check all that apply).							
11.	What section(s) of the CMC	website did you u	ise? How usefu	I were those sections	s? (Please check a	il that apply).	
		Very useful	Useful	Somewhat useful	Not very useful	Not useful at all	Did not use
	Get Started (User Guides, Tutorials, Technical Assistance Guide)						
	Industry Models						
	Models in Action						
	Find Resources						
	What improvement would dhow we can improve it.	you like to see ma	nde to the CMC	website? If you found	d any of the abov	e sections not usef	ul, tell us why
			.:1				
13.	Have you used the CMC we	bsite to build you	r own model?				
Yes No				No			
		\circ				\bigcirc	
14. How easy did you find the build your model tool to use?							
	Very easy	Easy	Moderate	Hard	Ve	ry hard	Did not use
	0	0	0	\circ		0	\circ
15. Have you used the CMC to build a career ladder/lattice?							
		Yes				No	
		\circ				\circ	

16. How easy did you find the build a career ladder/lattice tool to use?

Very easy	Easy	Moderate	Hard	Very hard	Did not use
0	0	0	0	0	0

17. Please indicate what type of organization you represent.



18. Please identify your state.

