

# CMC Customer Satisfaction Survey – Screen Shots

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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.

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Thank you for your participation.

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## CMC Customer Satisfaction Survey

### 1. How did you hear about the Competency Model Clearinghouse (CMC)? (Please check all that apply)

- Web search
- Through a friend or colleague
- Through a news article
- Other (please specify)

### 2. What was your primary goal in using the CMC website? (Please check all that apply)

- Curriculum/training development or evaluation
- Use in human resource functions (e.g., Developing job descriptions/performance appraisals)
- Career pathway development
- Develop/update an assessment, license or certification
- Communicate workforce needs
- Sector strategy/employer engagement
- Other (please specify)

### 3. How often have you visited the CMC website in the last 6 months?

0	1-2 times	3-9 times	10+ times
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 4. When did you last visit the CMC website?

Date:	Month	Year
	<input type="text"/>	<input type="text"/>
	January February March April May June July August September October November December	2008 2009 2010 2011 2012 2013 2014 2015 2016

**5. How easy was it for you to find what you were looking for on the CMC website?**

Very	Easy	Moderate	Hard	Very hard
<input type="radio"/>				

If you found it 'Hard' or 'Very Hard' to find what you were looking for on the CMC website please let us know why.

**6. How useful did you find the CMC website in meeting your needs?**

Very useful	Useful	Somewhat useful	Not very useful	Not useful at all
<input type="radio"/>				

If you found the CMC website 'Not very useful' or 'Not useful at all' please let us know why.

**7. How would you rate the quality of the CMC website's look and feel?**

Excellent	Very good	Good	Fair	Poor
<input type="radio"/>				

If 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 layout of the CMC website?**

Excellent	Very good	Good	Fair	Poor
<input type="radio"/>				

If you found the CMC website's layout to be 'Fair' or 'Poor' please let us know why.

**9. How would you rate the navigation of the CMC website?**

Excellent	Very good	Good	Fair	Poor
<input type="radio"/>				

If you found the navigation of the CMC website to be 'Fair' or 'Poor' please let us know why.

**10. How would you rate the functionality of the CMC website?**

Excellent	Very good	Good	Fair	Poor
<input type="radio"/>				

If you found the functionality of the CMC website to be 'Fair' or 'Poor' please let us know why.

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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).**

	Very useful	Useful	Somewhat useful	Not very useful	Not useful at all	Did not use
Get Started (User Guides, Tutorials, Technical Assistance Guide)	<input type="checkbox"/>					
Industry Models	<input type="checkbox"/>					
Models in Action	<input type="checkbox"/>					
Find Resources	<input type="checkbox"/>					

**12. What improvement would you like to see made to the CMC website? If you found any of the above sections not useful, tell us why and how we can improve it.**

**13. Have you used the CMC website to build your own model?**

Yes	No
<input type="radio"/>	<input type="radio"/>

**14. How easy did you find the build your model tool to use?**

Very easy	Easy	Moderate	Hard	Very hard	Did not use
<input type="radio"/>					

**15. Have you used the CMC to build a career ladder/lattice?**

Yes	No
<input type="radio"/>	<input type="radio"/>

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
<input type="radio"/>					

17. Please indicate what type of organization you represent.

- Business or Industry Association
- For-Profit Business
- Private Nonprofit Organization
- 4 Year College or University
- 2 Year College
- Educational Association
- Other Education
- State or Local Government
- Federal Government

18. Please identify your state.

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia
- Guam
- Hawaii
- Idaho
- Illinois

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