



**Model Instance Name:**

Application Manager

**MID:** NEW

**Partitioned?** No

**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:** 11/04/2013



**Application Manager**

MQ Label		SATISFACTION	
Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)		
Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		
Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)		

MQ Label		FUTURE BEHAVIORS	
			<b>Recommend</b> (1=Very Unlikely, 10=Very Likely)
Recommend	How likely are you to <b>recommend this site</b> to someone else who needs to apply for a federal job?		
			<b>Primary Resource</b> (1=Very Unlikely, 10=Very Likely)
Primary Resource	How likely are you to <b>use this site as your primary resource</b> to find a job?		

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Application Manager CUSTOM QUESTION LIST

CQID	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
NEW		Were you able to complete your application in one visit?	Yes No	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Complete In One Visit
NEW	A	Which of the following best describes what prevented you from completing your application in one visit?	Not enough time to complete before I had to end my session Exceeded maximum time (site timed out) Did not have the required information or supporting documents Site was unavailable Other	B	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	What Prevented Completing
NEW	B	Please explain.			Text box, 100 character limit		No	Skip Logic Group*	Other What Prevented Completing
NEW		Please indicate which of the following best describes your experience with the site performance of the application today.	No problem with site performance Pages loaded slowly Pages loaded incompletely Error messages Documents would not upload Other	C D	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group*	Site Performance
NEW	D	Please explain.			Text box, 100 character limit		No	Skip Logic Group*	Other Site Performance
NEW	C	What prevented the document from uploading?	Document too large (exceeding 3 MB limitation) Unacceptable file type Document certified or encrypted Other error I'm not sure		Radio button, one-up vertical	Single	No	Skip Logic Group*	What Prevented Uploading
NEW		Please indicate which of the following best describes your experience with navigating the application today.	No problem with navigation Navigation was unclear I was unable to return to previous section I was unable to move ahead to the next section Other	E	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group*	Navigating
NEW	E	Please explain.			Text box, 100 character limit		No	OPS group	Other Navigating
NEW		Please indicate which of the following best describes your experience with the visual components of the application.	No problem with the visual components Difficult to read because the font was small Difficult to read because of multiple fonts or bad formatting Other	F	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group*	Visual Components
NEW	F	Please explain.			Text box, 100 character limit		No	OPS group	Other Visual Components
NEW		Please indicate which of the following is true of the information provided on this site.	Information is thorough Information is understandable Information answers your questions  None of the above Other	G	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group*  If this is selected, cannot select the other choices	Information Is
NEW	G	Please explain.			Text box, 100 character limit		No	OPS group	Other Information Is
NEW		Was the order of steps within the application logical?	Yes No	H	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Order Logical
NEW	H	What step(s) seemed to be out of order?			Text area, no char limit		No	Skip Logic Group*	What Out Of Order
NEW		Were the instructions within the application sufficient?	Yes No	I	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Instructions Sufficient
NEW	I	Please indicate in what section of the application the instructions need improvement.			Text area, no char limit		No	Skip Logic Group*	Where Improve Instruction
NEW		Were the questions within the application relevant to you and the position you're applying to?	Yes No	J	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Questions Relevant
NEW	J	In what way?	Not relevant to the position for which I'm applying Not relevant to my experience and/or education Other		Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Why Questions Not Relevant
NEW		Is there any other aspect of the application process itself that might be improved?	Yes No	K	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Improvement Needed

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NEW	K	Please explain.			Text area, no char limit		No	Skip Logic Group*	Improvements
<b>Customer Passed Parameters From Application Manager</b>									
		Grade Series Location Agency Position CPDF							
<b>Customer Passed Parameters Collected Automatically</b>									
		Browser Operating System Pages viewed Flash version Referring URL							