	ze the ACSI methodology to determine scores an	
ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
Career Services (1=Poor, 10=Excellent, Don't Know)	Satisfaction	Likelihood to Return (1=Very Unlikely, 10=Very Likely)
Please rate the usefulness of the services provided on this site.	21 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	24 How likely are you to return to this site?
Please rate the convenience of the services on this site.	22 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
Please rate the availability of desired services on this site.	23 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	25 How likely are you to recommend this site to someone else
Job Descriptions (1=Poor, 10=Excellent, Don't Know)		1 1
Please rate the clarity of the job descriptions on this site.		
Please rate the level of detail provided for each job description on this site.		
Please rate the relevancy of the information provided for each job description on this		
site.		
Job Search (1=Poor, 10=Excellent, Don't Know)		
Please rate the usefulness of job listings on this site.		
Please rate the amount of applicable job listings on this site.		
Please rate the organization of job listings on this site.		
Please rate how the job search feature helps you to narrow the results to find the job listings you want.		
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the ease of reading this site.		'
Please rate the clarity of site organization.		
Please rate the clean layout of this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
Please rate the degree to which the number of steps it took to get where you want is acceptable.		
Please rate the ability to find information you want on this site.		
Please rate the clarity of site map/directory.		
Please rate the ease of navigation on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate the speed of loading the page on this site.		
Please rate the consistency of speed on this site.		
Please rate the reliability of site performance on this site.		

Model Instance Name:

USAJOBS v2 MID:

NEW

Date: 06/25/2014

oate:		06/25/2014			
	Q Name	ELEMENTS (drivers of satisfaction)	Q Name	CUSTOMER SATISFACTION	
		Navigation (1=Poor, 10=Excellent, Don't Know)		Satisfaction	
1	Navigation - Organized	Please rate how well the site is organized.	atisfaction - verall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	20
2	Navigation - Options	Please rate the options available for navigating this site.	atisfaction - xpectations	How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	
3	Navigation - Layout	Please rate how well the site layout helps you find what you are looking for.	atisfaction - leal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	21
		Site Performance (1=Poor, 10=Excellent, Don't Know)			
4	Site Performance - Loading	Please rate how quickly pages load on this site.			22
5	Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.			
6	Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.			23
7	Look and Feel - Appeal	Look and Fnel (1=Poor, 10=Excellent, Don't Know) Please rate the visual appeal of this site.			
8	Look and Feel - Balance	Please rate the balance of graphics and text on this site.			
9	Look and Feel - Readability	Please rate the readability of the pages on this site.			
10	Job Descriptions - Understandable	Please rate the how understandable job descriptions are on this site.			
11	Job Descriptions - Detail	Please rate the level of detail of job descriptions on this site.			
12	Job Descriptions - Answers	Please rate how well the job descriptions provide answers to your questions.			
13	Job Search - Results Relevance	Job Search (1=Poor, 10=Excellent, Don't Know) Please rate the relevance of job search results on this site.			
14	Job Search - Results Organization	Please rate the organization of job search results on this site.			
15	Job Search - Results Help	Please rate how well the job search results help you decide what job listings to select.			
16	Job Search - Feature Narrow	Please rate how well the search feature helps you to narrow the results to find job listings you want.			

Date: ###

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CUSTOM								
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 Instruction
·		How frequently do you visit this site?	First time	A	Radio button, one-up	Single	Υ	Skip Logic G
					vertical			
			More than once a day	E, F				
			Daily	E, F				
			About once a week	E, F E. F				
			About once a month Every 6 months or less	E, F				
	A		Yes	В	Radio button, one-up	Single	Y	
	^	Did you create a USAJOBS account during your visit?	163	"	vertical	Sirigic	'	
			No					
			Not Sure					
	В	Did you have any difficulty cathing up the account?	Yes	С	Radio button, one-up	Single	Y	
		Did you have any difficulty setting up the account?	No		vertical			
			Not Sure	-				
	С	Which of the following difficulties did you encounter while	Account creation timed-out		Radio button, one-up	Single	Y	
		creating an account?			vertical			
			Difficulty with username and/or password creation					
			Difficulty with email address					
	D	What difficulty did you have while creating an account?	Other	D	Text area, no char		N	
	"	What difficulty did you have write creating an account?			limit		IN IN	
	E	Please select the statement which best describes your			Radio button, one-up	Single	Υ	Skip Logic G
		experience with the new USAJOBS site redesign:	It is easier to find what I am looking for		vertical			
			It is harder to find what I am looking for					
			My experience is no different when looking for information on the new	site				
	F		Don't Know			Single	N	Skip Logic G
	-	Please tell us what you think of the new USAJOBS site:			Text area, no char limit	Sirigle	IN IN	Skip Logic G
		When you visit websites, do you typically use basic or advanced search?	Basic	J, L	Radio button, one-Sin	Single	Yes	Skip Logic Group
		or davanoed Search.	Advanced	K, L	up vertical			Огоар
			Both equally	L				
	J	Why do you prefer basic search?	Both equally		Text area, no char		No	Skip Logic
	'	Wify do you prefer basic search?			limit		INU	Group
	К	Why do you prefer advanced search?			Text area, no char		No	Skip Logic
	K	willy do you prefer advanced Search?			limit		INU	Group
	L	How often do you use USAJOBS advanced	First time using advance search	S	Radio button, one-	Single	Yes	Skip Logic
		search?	i ist time using advance scalon		up vertical	Jirigie	163	Group
			Each visit	м	ap vertical			этопр
			On approximately half of my visits On less than 25% of my visits	M M				
			•	I IVI				
		NAME OF THE OWNER OWNER OF THE OWNER OWNE	Never		D. C. L. H.	0:		01:.1
	S	What is your first impression of the advanced search page?	Looks easy to use	U	Radio button, one- up vertical	Single	Yes	Skip Logic Group
			Looks difficult	T, U				
	Т	What seems difficult to use?			Text area, no char limit		No	Skip Logic Group
	U	Which of these advanced search features do you use most often on USAJOBS? (multi-select up to 3)	Keyword		Checkbox, one-up vertical	Multi	Yes	Skip Logic Group
			Salary or Pay Grade					
			Occupational Series or Job Category					
			Location					
			Department and Agency	-				
			Type of Work or Work Schedule					

Date:

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CUSTOM								
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 Instruction
			Posting Options					
	М	Have you noticed that the advanced search has a	Yes	0	Radio button, one-	Single	Yes	Skip Logi
		new look and feel?			up vertical			Group
			No	S1				
	S1	What is your first impression of the advanced	Looks easy to use	U1	Radio button, one-	Single	Yes	Skip Logi
		search page?			up vertical			Group
		William Committee Hall Committee Hal	Looks difficult	T1 U1				01: 1
	T1	What seems difficult to use?			Text area, no char limit		No	Skip Logi Group
	U1	Which of these advanced search features do you use most often on USAJOBS? (multi-select up to 3)	Keyword		Checkbox, one-up vertical	Multi	Yes	Skip Logi Group
			Salary or Pay Grade					
			Occupational Series or Job Category					
			Location					
			Department and Agency					
			Type of Work or Work Schedule					
			Posting Options					
	0	Do you prefer the old or new advanced search look and feel?	Old	P, S2	Radio button, one- up vertical	Single	Yes	Skip Log Group
			New	Z, S2				
			No preference	S2				
	Р	Why do you prefer the old advanced search look and feel?			Text area, no char limit		No	Skip Logi Group
	Z	Why do you prefer the new advanced search look and feel?			Text area, no char limit		No	Skip Logi Group
	S2	What is your first impression of the advanced search page?	Looks easy to use	U2	Radio button, one- up vertical	Single	Yes	Skip Logi Group
			Looks difficult	T2, U2				
	T2	What seems difficult to use?			Text area, no char limit		No	Skip Log Group
	Which of these advanced search features do you use most often on USAJOBS? (multi-select up to 3) Salary or Pay Grade Occupational Series or Job Category Location Department and Agency Type of Work or Work Schedule Posting Options Type of Work or Work Schedule Posting Options Checkbox, one-up Multi Ye	Which of these advanced search features do you use most often on USAJOBS? (multi-select up to 3)	Keyword			Multi	Yes	Skip Logi Group
			Salary or Pay Grade	-				
		Posting Options						
		How would you rate the search functionality on USAJOBS?	Very helpful		Radio button, one- up vertical	o button, one- ertical	Yes	
			Somewhat helpful					
			Fair					
			Somewhat unhelpful					
			Very unhelpful					
		Do you have any recommendations to improve the search tool?			Text area, no char limit		No	
		Which of the following site services , if any, did you use today? (Select all that apply)	Search Jobs		Checkbox, one-up vertical	Multi	Y	Skip Logic

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Date:

CUSTOM												
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 Instruction				
			My Account									
			Resource Center									
			Individuals with Disabilities									
			Veterans									
			Students and Recent Graduates									
			Senior Executives									
			FAQs									
			Tutorials									
			Spotlights Other (please specify)	0								
	Q	Specifically, what other site services did you use today?	Other (prease specify)	l v	Text area, no char		N	Skip Logic C				
	*		Yes		limit	Single	Y	Ciup Logio (
		Were you able to find what you were looking for on USAJOBS.gov?			Radio button, one- up vertical	Sirigle	T					
			No	G								
			Not Yet									
	G	What were you unable to find on USAJOBS.gov?	A specific job		Radio button, one- up vertical	Single	Y					
			Jobs I qualify for									
			Jobs that were relevant to my search									
			Information about how to apply									
			Other	Н								
	H	What were you unable to find on USAJobs.gov?			Text area, no char		N					
		Which of the following sources drove you to visit the site today?	Message or recommendation from a friend on a social network		limit Drop down, select one	Single	Υ	Rank Group				
		Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)	wessage of recommendation from a mention a social network		Drop down, select one	Sirigie	'	Karik Group				
			Video I saw on YouTube									
			Internet blogs or discussion forums					Adjust Temp				
			Advertising on social networks (Facebook, MySpace, Twitter)							Randomize		
			Message directly from the organization/agency on a social network									
			Mobile phone text messages or alerts									
			Instant Message from a friend or colleague									
			Familiarity with site/organization/brand									
			Promotional email(s) from the organization/agency									
			Search engine results									
			Word of mouth recommendation from someone I know (family,									
			friend, etc.)	-								
			TV, radio, newspaper, or magazine advertising	-								
			OPM Advertisement - "What did you do at your job today?"									
			Federal Agency Human Resources Office USA.gov	1								
			OPM Sponsored Job Fair	1								
			OPM Veterans Employment Materials	1								
			Placement/Transition Center									
			Don't know					Anchor Ans				
			Other					Anchor Ans				
		Rank 2 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Υ	Rank Group				
			Video I saw on YouTube									
			Internet blogs or discussion forums					Adjust Tem				
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize				
			Message directly from the organization/agency on a social network									
			Mobile phone text messages or alerts									
			Instant Message from a friend or colleague									
			Familiarity with site/organization/brand									
			Promotional email(s) from the organization/agency									
			Search engine results									
			Word of mouth recommendation from someone I know (family,									
			friend, etc.)									
			TV, radio, newspaper, or magazine advertising	_	the state of the s							

What improvements, if any, would you make to this site?

Date:

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CUSTOM								
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
			OPM Advertisement - "What did you do at your job today?"					
			Federal Agency Human Resources Office					
			USA.gov					
			OPM Sponsored Job Fair					
			OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Answe
			Other					Anchor Answe
		Rank 3 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group
			Video I saw on YouTube					
			Internet blogs or discussion forums					Adjust Templa
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize
			Message directly from the organization/agency on a social network					
			Mobile phone text messages or alerts					
			Instant Message from a friend or colleague					
			Familiarity with site/organization/brand					
			Promotional email(s) from the organization/agency					
			Search engine results					
			Word of mouth recommendation from someone I know (family, friend, etc.)					
			TV, radio, newspaper, or magazine advertising					
			OPM Advertisement - "What did you do at your job today?"					
			Federal Agency Human Resources Office					
			USA.gov					
			OPM Sponsored Job Fair					
			OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Answe
			Other					Anchor Answe
		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)			Text area, no char limit		N	
		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes		Radio button, one-up vertical	Single	Y	
			No					
		Have you ever served on active duty in the United States military?	Yes		Radio button, one-up	Single	Y	

vertical

Text area, no char limit

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	Skip		OPM Job Search CUSTOM QUESTION LIST					
	Logic		Answer Choices			Single or	Required	Special
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)		Y/N	Instructions
35		How frequently do you visit this site?	First time	A	Radio button, one-up	Single	Y	Skip Logic Gro
					vertical			
			More than once a day	E, F				
			Daily	E, F				
			About once a week	E, F				
			About once a month	E, F				
			Every 6 months or less	E, F				
CQLiv0005802	A	Did you create a USAJOBS account during your visit?	Yes	В	Radio button, one-up vertical	Single	Y	
		Did you create a OSAJOBS account during your visit?	No .	-	vertical			
			Not Sure					
CQLiv0005803	В		Yes	С	Radio button, one-up	Single	Y	
•		Did you have any difficulty setting up the account?			vertical			
			No					
			Not Sure					
.CQLiv0005787	С	Which of the following difficulties did you encounter while	Account creation timed-out		Radio button, one-up	Single	Y	
		creating an account?	Difficulty with the second of		vertical			
			Difficulty with username and/or password creation Difficulty with email address					
			Other	D				
CQLiv0005788	D	What difficulty did you have while creating an account?	Culci		Text area, no char		N	
	_				limit			
CQCol0007877	E	Please select the statement which best describes your			Radio button, one-up	Single	Y	Skip Logic Gro
		experience with the new USAJOBS site redesign:	It is easier to find what I am looking for		vertical			
			It is harder to find what I am looking for					
			My experience is no different when looking for information on the new	site				
CQCol0007878	F		Don't Know			Single	N	Chin Lania Cu
(CQC010007878	-	Please tell us what you think of the new USAJOBS site:			Text area, no char limit	Single	IN IN	Skip Logic Gro
IEW		When you visit websites, do you typically use basic	Basic	J, L	Radio button, one-	Single	Yes	Skip Logic
		or advanced search?	Advanced	K, L	up vertical			Group
			Both equally	Ĺ				
JEW	J	Why do you prefer basic search?			Text area, no char		No	Skip Logic
	"	Wily do you picter basic scareit:			limit		140	Group
JEW	К	Why do you prefer advanced search?			Text area, no char		No	Skip Logic
		Titry de yeu protei davaneed eedletti			limit			Group
JEW	L	How often do you use USAJOBS advanced	First time using advance search	S	Radio button, one-	Single	Yes	Skip Logic
VL VV	_	search?	Each visit	М	up vertical	Sirigic	103	Group
		Sourdin.		-	ap vertical			Огоар
			On approximately half of my visits	M				
			On less than 25% of my visits	M				
			Never					
1EW	M	Have you noticed that the advanced search has a	Yes	0	Radio button, one-	Single	Yes	Skip Logic
		new look and feel?	No	S	up vertical			Group
IEW	0	Do you prefer the old or new advanced search look	Old	P, S	Radio button, one-	Single	Yes	Skip Logic
		and feel?	New	Z, S	up vertical			Group
			No preference	S				
JEW	Р	Why do you prefer the old advanced search look	140 protesterios		Text area, no char		No	Skip Logic
VL VV	-	and feel?			limit		140	Group
JEW	Z	Why do you prefer the new advanced search look					No	
VI_VV		and feel?			Text area, no char limit		INO	Skip Logic
IENA/			Landa and the same			011		Group
IEW	S	What is your first impression of the advanced	Looks easy to use	U	Radio button, one-	Single	Yes	Skip Logic
		search page?	Looks difficult	T, U	up vertical			Group
IEW	T	What seems difficult to use?			Text area, no char		No	Skip Logic
					limit			Group
JEW	U	Which of these advanced search features do you	Keyword		Checkbox, one-up	Multi	Yes	Skip Logic
		use most often on USAJOBS? (multi-select up to 3)	Salary or Pay Grade		vertical			Group
		(1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	called the control of					

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	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 Instruction
			Occupational Series or Job Category		,			
			Location					
			Department and Agency					
			Type of Work or Work Schedule					
			Posting Options					
EW		How would you rate the search functionality on	Very helpful		Radio button, one-	Single	Yes	Skip Logic
		USAJOBS?	Somewhat helpful		up vertical			Group
			Fair					
			Somewhat unhelpful					
			Very unhelpful					
ΞW		Do you have any recommendations to improve the			Text area, no char		No	Skip Logic
		search tool?			limit			Group
/S01211		Which of the following site services, if any, did you use today?	Search Jobs		Checkbox, one-up	Multi	Y	Skip Logic G
501211		(Select all that apply)	Search Jobs	N	vertical	Mulu	Ţ	Skip Logic C
			My Account					
			Resource Center					
			Individuals with Disabilities Veterans					
			Students and Recent Graduates					
			Senior Executives					
			FAQs					
			Tutorials					
			Spotlights					
WS01212	Q	Specifically, what other site services did you use today?	Other (please specify)	Q	Text area, no char		N	Skip Logic G
\C0090			Latin and a second seco		limit	Ola ele		Object and
4G0090	N	If you used the search feature of the site today to find your information, what was your experience?	-I did not encounter any difficulties		Radio button, one- up vertical	Single	¥	Skip Logic
			Returned too many results					
			Returned not enough results					
			Returned no results Results were not relevant to my search terms or needs					
			I was not sure what words to use in my search					
			Search required too many refinements to get to what I wanted					
			Search speed was too slow	Ð				
CR0858		Other, search feature	Other, please specify:	9	Text area, no char		N	Skip Logic
	Đ	, in the second			limit			
ACQLiv0005789		Were you able to find what you were looking for on USAJOBS.gov?	Yes		Radio button, one- up vertical	Single	Y	
		00/100B0.gov.	No	G	up verticus			
			Not Yet					
	_		A specific job		Radio button, one-			
QLiv0005790	G	What were you unable to find on USAJOBS.gov?	Jobs I qualify for		up vertical	Single	Y	
			Jobs that were relevant to my search					
			Information about how to apply					
			Other	Н				
QLiv0005804	Н	What were you unable to find on USAJobs.gov?			Text area, no char limit		N	
O10551		Which of the following sources drove you to visit the site today?	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group
		Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)				3.		
		(Negalieu)						
		the state of the s						
			Video I saw on YouTube Internet blogs or discussion forums					Adjust Tem

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	Skip							
	Logic		Answer Choices			Single or	Required	Special
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Instruction
			Message directly from the organization/agency on a social network					
			Mobile phone text messages or alerts					
			Instant Message from a friend or colleague					
			Familiarity with site/organization/brand					
			Promotional email(s) from the organization/agency					
			Search engine results					
			Word of mouth recommendation from someone I know (family,					
			friend, etc.)					
			TV, radio, newspaper, or magazine advertising					
			OPM Advertisement - "What did you do at your job today?"					
			Federal Agency Human Resources Office					
			USA.gov					
			OPM Sponsored Job Fair					
			OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Ans
40550	_	Dank 2 (Ontional)	Other		David design and set see	Oin etc		Anchor Ans
10552		Rank 2 (Optional)	Message or recommendation from a friend on a social network Video I saw on YouTube		Drop down, select one	Single	Y	Rank Group
			Internet blogs or discussion forums					Adjust Tem
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize
			Message directly from the organization/agency on a social network					Kandonize
			wessage unectly from the organization/agency on a social network					
			Mobile phone text messages or alerts					
			Instant Message from a friend or colleague					
			Familiarity with site/organization/brand					
			Promotional email(s) from the organization/agency					
			Search engine results					
			Word of mouth recommendation from someone I know (family,					
			friend, etc.)					
			TV, radio, newspaper, or magazine advertising					
			OPM Advertisement - "What did you do at your job today?"					
			Federal Agency Human Resources Office					
			USA.gov					
			OPM Sponsored Job Fair OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Ans
			Other					Anchor Ans
10553		Rank 3 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group
			Video I saw on YouTube			g		
			Internet blogs or discussion forums					Adjust Tem
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize
			Message directly from the organization/agency on a social network					
			Mobile phone text messages or alerts					
			Instant Message from a friend or colleague					
			Familiarity with site/organization/brand					
			Promotional email(s) from the organization/agency					
			Search engine results					
			Word of mouth recommendation from someone I know (family, friend, etc.)					
			TV, radio, newspaper, or magazine advertising					
			OPM Advertisement - "What did you do at your job today?"					
			Federal Agency Human Resources Office					
			USA.gov					
			OPM Sponsored Job Fair					
			OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Ans
			Other					Anchor Ans

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			OPM Job Search 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
EDO10554		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)			Text area, no char limit		N	
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes		Radio button, one-up vertical	Single	Y	
			No					
20262		Have you ever served on active duty in the United States military?	Yes		Radio button, one-up vertical	Single	Y	
			No	1				
3876		What improvements , if any, would you make to this site?			Text area, no char limit		N	

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			OF W 30D Search Costom QOESTION Elst					
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
235		How frequently do you visit this site?	First time	Α	Radio button, one-up vertical	Single	Y	Skip Logic Group
200		non noquenay do you non ano one.	More than once a day	E,F	radio battori, one up vertical	Olligic		Okip Logic Oroup
			Daily	E, F				
			About once a week	E, F				
			About once a month	E, F				
			Every 6 months or less	E, F				
ACQCol0007877	Е	Disconnect the statement which heat describes your	Every 6 months of less			Single	Y	Skip Logic Group
ACQCOIOOO7877	_	Please select the statement which best describes your experience with the new USAJOBS site redesign:	It is easier to find what I am looking for		Radio button, one-up vertical	Sirigie	'	Skip Logic Group
		experience with the new OSAJOBS site redesign.	It is easier to find what I am looking for	-	Radio buttori, orie-up vertical			
			My experience is no different when looking for information on the new site	-				
				_				
			Don't Know			0: 1		01: 1 : 0
ACQCol0007878	F	Please tell us what you think of the new USAJOBS site:			Text area, no char limit	Single	N	Skip Logic Group
ACQLiv0005802	Α	Did you create a USAJOBS account during your visit?	Yes	В	Radio button, one-up vertical	Single	Y	
			No					
			Not Sure					
ACQLiv0005803	В	Did you have any difficulty setting up the account?	Yes	С	Radio button, one-up vertical	Single	Y	
-			No					
			Not Sure					
ACQLiv0005787	С	Which of the following difficulties did you encounter while	Account creation timed-out			Single	Y	
, 10Q2.110000101		creating an account?	A GOOGLE OF CHILD'S CALL		Radio button, one-up vertical	Cg.c		
		broading arr account.	Difficulty with username and/or password creation	-	radio battori, one up vertical			
			Difficulty with email address	-				
			Other	d b				
4 001 : 000E700		NAME - A STATE OF THE STATE OF	Other	D	Text area, no char limit			
ACQLiv0005788 CWS01211	D	What difficulty did you have while creating an account? Which of the following site services, if any, did you use today?	Occupit John			8.6161	N Y	Obia Lauia Ossus
CW501211		(Select all that apply)	Search Jobs My Account	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
			Resource Center					
			First-time Visitors					
			Why Work for America?					
			Special Hiring Events					
			Individuals with Disabilities					
			Veterans					
			Students and Recent Graduates					
			Senior Executives					
			Employers					
			FAQS					
			Tutorials					
			Spotlights					
			Other (please specify)	С				
CWS01212	С	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
MAG0090	В	If you used the search feature of the site today to find your information, what was your experience?	I did not encounter any difficulties		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Returned too many results	-				
			Returned not enough results	-				
			Returned no results					
			Results were not relevant to my search terms or needs					
			I was not sure what words to use in my search					
			Search required too many refinements to get to what I wanted					
			Search speed was too slow					
			Other, please specify:	D				
AKR0858	D	Other, search feature			Text area, no char limit		N	Skip Logic Group
ACQLiv0005789		Were you able to find what you were looking for on	Yes		a oa, no ona min	Single	Y	zp zog.o oroup
//OSSTINOOOS103		USAJOBS.gov?	163		Radio button, one-up vertical	Single	,	
		00/100B0.g0V:	No	A	radio button, one-up vertical			
				⊣ ^				
			Not Yet					

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			OFW 30D Search Costow 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 Instruction					
			A specific job			a	.,						
ACQLiv0005790	A	What were you unable to find on USAJOBS.gov?			Radio button, one-up vertical	Single	Y						
			Jobs I qualify for Jobs that were relevant to my search										
			Information about how to apply										
			Other	— в									
ACQLiv0005804	В	What were you unable to find on USAJobs.gov?	Citici		Text area, no char limit		N						
EDO10551		Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group					
			Video I saw on YouTube										
			Internet blogs or discussion forums					Adjust Template/Sty					
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize					
			Message directly from the organization/agency on a social network										
			Mobile phone text messages or alerts										
			Instant Message from a friend or colleague										
			Familiarity with site/organization/brand	_									
			Promotional email(s) from the organization/agency										
			Search engine results Word of mouth recommendation from someone I know (family, friend, etc.)										
				_									
			TV, radio, newspaper, or magazine advertising OPM Advertisement - "What did you do at your job today?"										
			Federal Agency Human Resources Office										
			USA.gov										
			OPM Sponsored Job Fair										
			OPM Veterans Employment Materials										
			Placement/Transition Center										
			Don't know					Anchor Answer Cho					
			Other					Anchor Answer Cho					
EDO10552		Rank 2 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group					
			Video I saw on YouTube								·		
			Internet blogs or discussion forums					Adjust Template/Sty					
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize					
			Message directly from the organization/agency on a social network										
			Mobile phone text messages or alerts										
			Instant Message from a friend or colleague Familiarity with site/organization/brand	_									
			Promotional email(s) from the organization/agency										
			Search engine results										
			Word of mouth recommendation from someone I know (family, friend, etc.)										
			TV, radio, newspaper, or magazine advertising										
			OPM Advertisement - "What did you do at your job today?"										
			Federal Agency Human Resources Office										
			USA.gov										
			OPM Sponsored Job Fair										
			OPM Veterans Employment Materials										
			Placement/Transition Center										
			Don't know					Anchor Answer Cho					
			Other		Duran danis and advantage	O'mark.		Anchor Answer Cho					
ED040553		Denk 2 (Ontional)			Drop down, select one	Single	Υ	Rank Group					
EDO10553		Rank 3 (Optional)	Message or recommendation from a friend on a social network										
EDO10553		Rank 3 (Optional)	Video I saw on YouTube					Adjust Tompleto/Ch					
EDO10553		Rank 3 (Optional)	Video I saw on YouTube Internet blogs or discussion forums										
EDO10553		Rank 3 (Optional)	Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter)					Adjust Template/Sty Randomize					
EDO10553		Rank 3 (Optional)	Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the organization/agency on a social network										
EDO10553		Rank 3 (Optional)	Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the organization/agency on a social network Mobile phone text messages or alerts					Adjust Template/Sty Randomize					
EDO10553		Rank 3 (Optional)	Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the organization/agency on a social network										

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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
4.5	uoo.	Quodion Toxi	Search engine results	Citip to	Type (eciect irein net)	e.e.	17.0	opoolal modulotto
			Word of mouth recommendation from someone I know (family, friend, etc.)	1				
			TV, radio, newspaper, or magazine advertising	1				
			OPM Advertisement - "What did you do at your job today?"	1				
			Federal Agency Human Resources Office	1				
			USA.gov					
			OPM Sponsored Job Fair					
			OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Answer Choice
			Other					Anchor Answer Choice
EDO10554		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)			Text area, no char limit		N	
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes		Radio button, one-up vertical	Single	Y	
			No	1				
20262		Have you ever served on active duty in the United States military?	Yes		Radio button, one-up vertical	Single	Y	
			No	1				
3876		What improvements, if any, would you make to this site?			Text area, no char limit		N	

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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 Instruction
235		How frequently do you visit this site?	First time	Α	Radio button, one-up vertical	Single	Y	Skip Logic Group
			More than once a day	E, F	1			' ' '
			Daily	E, F				
			About once a week	E, F				
			About once a month	E, F				
			Every 6 months or less	E, F				
	Е	Please select the statement which best describes your				Single	Υ	Skip Logic Group
		experience with the new USAJOBS site redesign:	It is easier to find what I am looking for		Radio button, one-up vertical			
			It is harder to find what I am looking for					
			My experience is no different when looking for information on the new site					
			Don't Know					
	F	Please tell us what you think of the new USAJOBS site:			Text area. no char limit	Single	N	Skip Logic Group
ACQLiv0005802	А	Did you create a USAJOBS account during your visit?	Yes	В	Radio button, one-up vertical	Single	Υ	
	, ,	Jan Hall and the second during your visit	No No		January Silo up Tolubui	Oigic		
			Not Sure					
ACQLiv0005803	В	Did you have any difficulty setting up the account?	Yes	С	Radio button, one-up vertical	Single	Υ	
ACQLIV0003003		Did you have any amounty setting up the account.	No No	\dashv	radio battori, one up vertical	Sirigic		
			Not Sure	_				
ACQLiv0005787	С	Which of the following difficulties did you encounter while	Account creation timed-out			Single	Υ	
ACQLIV0003787		creating an account?	Account creation timed-out		Radio button, one-up vertical	Sirigie	'	
		creating an account:	Difficulty with username and/or password creation	_	radio battori, orie-ap vertical			
			Difficulty with email address	_				
			Other	\vdash				
ACQLiv0005788	D	What difficulty did you have while creating an account?	Other	 	Text area, no char limit		N	
CWS01211	U	Which of the following site services if any did you use today?	Search Jobs		Checkbox, one-up vertical	Multi	Y	Skip Logic Group
CW301211		Which of the following site services , if any, did you use today? (Select all that apply)	Search Jobs	В	Checkbox, one-up vertical	IVIUIU	T	Skip Logic Group
			My Account Info Center First-time Visitors Why Work for America? Special Hiring Events Individuals with Disabilities Veterans Students Senior Executives Employers Other (please specify)	С				
CWS01212	С	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
MAG0090	В	If you used the search feature of the site today to find your information, what was your experience?	I did not encounter any difficulties		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Returned too many results					
			Returned not enough results					
			Returned not enough results					
			Results were not relevant to my search terms or needs					
			I was not sure what words to use in my search					
			Search required too many refinements to get to what I wanted					
			Search speed was too slow Other, please specify:	D				
AKR0858	D	Other, search feature	Other, predate apectry.	D	Toyt area no char limit		NI NI	Skip Logic Crous
ACQLiv0005789	U		Yes		Text area, no char limit	Single	N Y	Skip Logic Group
ACQLIVUUU5789		Were you able to find what you were looking for on USAJOBS.gov?	TES		Radio button, one-up vertical	Sirigie	Y	
		USAJUBS.guv?	No		Radio button, one-up vertical			
			No Net Yet	A				
			Not Yet					
A COL :: .0005700		What were you make to find and 100 1000 and 0	A specific job		Dadia button	Circuit	.,	
ACQLiv0005790	A	What were you unable to find on USAJOBS.gov?	Take I mustify for		Radio button, one-up vertical	Single	Y	
			Jobs I qualify for					
		the state of the s	Jobs that were relevant to my search					

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OID	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	
Q.D	Luber	Question rest	Information about how to apply	Olup to	Type (Scient from fist)	Maia	1,11	Opecial mondetions	
			Other	В					
ACQLiv0005804	В	What were you unable to find on USAJobs.gov?			Text area, no char limit		N		
EDO10551		Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)	Message or recommendation from a friend on a social network Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter) Message directly from the organization/agency on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/organization/brand Promotional email(s) from the organization/agency		Drop down, select one	Single	Y	Rank Group Adjust Template/Styl Randomize	
			Search engine results						
			Word of mouth recommendation from someone I know (family, friend, etc.)	-					
			TV, radio, newspaper, or magazine advertising	_					
			OPM Advertisement - "What did you do at your job today?" Federal Agency Human Resources Office	-					
			USA.gov	-					
			OPM Sponsored Job Fair	_					
			OPM Veterans Employment Materials	7					
			Placement/Transition Center						
			Don't know					Anchor Answer Cho	
			Other					Anchor Answer Choi	
EDO10552		Rank 2 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Υ	Υ	Rank Group
			Video I saw on YouTube	-					
			Internet blogs or discussion forums Advertising on social networks (Facebook, MySpace, Twitter)	=				Adjust Template/Sty	
			Message directly from the organization/agency on a social network	_				Randomize	
			Mobile phone text messages or alerts	-					
			Instant Message from a friend or colleague	-					
			Familiarity with site/organization/brand						
			Promotional email(s) from the organization/agency						
			Search engine results						
			Word of mouth recommendation from someone I know (family, friend, etc.)						
			TV, radio, newspaper, or magazine advertising						
			OPM Advertisement - "What did you do at your job today?"	_					
			Federal Agency Human Resources Office	_					
			USA.gov OPM Sponsored Job Fair	-					
			OPM Veterans Employment Materials	=					
			Placement/Transition Center	-					
			Don't know					Anchor Answer Cho	
			Other					Anchor Answer Cho	
DO10553		Rank 3 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Υ	Rank Group	
			Video I saw on YouTube						
			Internet blogs or discussion forums	_				Adjust Template/Sty	
			Advertising on social networks (Facebook, MySpace, Twitter)	-				Randomize	
			Message directly from the organization/agency on a social network Mobile phone text messages or alerts	-					
			Instant Message from a friend or colleague						
			Familiarity with site/organization/brand						
			Promotional email(s) from the organization/agency						
			Search engine results						
			Word of mouth recommendation from someone I know (family, friend, etc.)						
			TV, radio, newspaper, or magazine advertising						
			OPM Advertisement - "What did you do at your job today?"						

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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
,		· · · · · · · · · · · · · · · · · · ·	Federal Agency Human Resources Office		, , , , , , , , , , , , , , , , , , ,			
			USA.gov	1				
			OPM Sponsored Job Fair	1				
			OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Answer Choice
			Other					Anchor Answer Choice
EDO10554		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)			Text area, no char limit		N	
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes		Radio button, one-up vertical	Single	Y	
			No	1				
20262		Have you ever served on active duty in the United States military?	Yes		Radio button, one-up vertical	Single	Y	
			No	1				
3876		What improvements, if any, would you make to this site?			Text area, no char limit		N	

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					1			1
	Skip							
	Logic		Answer Choices			Single or	Required	
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Ý/N	Special Instruct
		How frequently do you visit this site?	First time	Α	Radio button, one-up vertical	Single	Y	
			More than once a day					
			Daily					
			About once a week					
			About once a month Every 6 months or less					
	Α	Did you create a USAJOBS account during your visit?	Ves	В	Radio button, one-up vertical	Single	Y	
		Bid you create a control of account during your visit.	No.		reado battori, one up vertical	Origic		
			Not Sure					
	В	Did you have any difficulty setting up the account?	Yes	С	Radio button, one-up vertical	Single	Y	
	_	3 · p · · · · · · · · · · · · · · · · ·	No			g		
			Not Sure					
	С	Which of the following difficulties did you encounter while	Account creation timed-out			Single	Υ	
		creating an account?			Radio button, one-up vertical			
			Difficulty with username and/or password creation					
			Difficulty with email address					
			Other	D				
	D	What difficulty did you have while creating an account?			Text area, no char limit		N	
01211		Which of the following site services , if any, did you use today? (Select all that apply)	Search Jobs	В	Checkbox, one-up vertical	Multi	Υ	Skip Logic Group
		(Select all triat apply)	Mr. Account					
			My Account Info Center					
			First-time Visitors					
			Why Work for America?					
			Special Hiring Events					
			Individuals with Disabilities					
			Veterans					
			Students					
			Senior Executives					
			Employers					
			Other (please specify)	С				
S01212	С	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
S0090	В	If you used the search feature of the site today to find your information, what was your experience?	I did not encounter any difficulties		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Returned too many results					
			Returned not enough results					
			Returned no results					
			Results were not relevant to my search terms or needs					
			I was not sure what words to use in my search					
			Search required too many refinements to get to what I wanted					
			Search speed was too slow					
			Other, please specify:	D				
)858	D	Other, search feature			Text area, no char limit		N	Skip Logic Group
		Were you able to find what you were looking for on	Yes			Single	Υ	
		USAJOBS.gov?			Radio button, one-up vertical			
			No	Α				
			Not Yet					
	Α	What were you unable to find on USAJOBS.gov?	A specific job		Radio button, one-up vertical	Single	Υ	
			Jobs I qualify for					
			Jobs that were relevant to my search					
			Information about how to apply					
		Miss and the second sec	Other	В	The state of the s			
10551	В	What were you unable to find on USAJobs.gov?	Macana as secondarios from a friend on a social setund		Text area, no char limit	Cinala	N	Dank Croun
10551		Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank 1 (Required)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group
			Video I saw on YouTube					

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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
			Internet blogs or discussion forums					Adjust Template/Style
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize
			Message directly from the organization/agency on a social network					
			Mobile phone text messages or alerts					
			Instant Message from a friend or colleague					
			Familiarity with site/organization/brand					
			Promotional email(s) from the organization/agency					
			Search engine results	_				
			Word of mouth recommendation from someone I know (family, friend, etc.)	-				
			TV, radio, newspaper, or magazine advertising	_				
			OPM Advertisement - "What did you do at your job today?"	_				
			Federal Agency Human Resources Office	-				
			USA.gov					
			OPM Sponsored Job Fair OPM Veterans Employment Materials					
				-				
			Placement/Transition Center Don't know	-				Anchor Answer Choice
			Other	-				Anchor Answer Choice
EDO10552		Rank 2 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group
ED010552		Raik 2 (Optional)	Video I saw on YouTube	-	Drop down, select one	Sirigle	T	Rank Group
			Internet blogs or discussion forums	-				Adjust Template/Style
			Advertising on social networks (Facebook, MySpace, Twitter)	-				Randomize
			Message directly from the organization/agency on a social network	-				randomize
			Mobile phone text messages or alerts	=				
			Instant Message from a friend or colleague	-				
			Familiarity with site/organization/brand	-				
			Promotional email(s) from the organization/agency	-				
			Search engine results	1				
			Word of mouth recommendation from someone I know (family, friend, etc.)	1				
			TV, radio, newspaper, or magazine advertising					
			OPM Advertisement - "What did you do at your job today?"					
			Federal Agency Human Resources Office					
			USA.gov					
			OPM Sponsored Job Fair					
			OPM Veterans Employment Materials					
			Placement/Transition Center					
			Don't know					Anchor Answer Choi
			Other					Anchor Answer Choic
EDO10553		Rank 3 (Optional)	Message or recommendation from a friend on a social network		Drop down, select one	Single	Y	Rank Group
			Video I saw on YouTube					
			Internet blogs or discussion forums					Adjust Template/Style
			Advertising on social networks (Facebook, MySpace, Twitter)					Randomize
			Message directly from the organization/agency on a social network					
			Mobile phone text messages or alerts					
			Instant Message from a friend or colleague					
			Familiarity with site/organization/brand					
			Promotional email(s) from the organization/agency	-				
			Search engine results					
			Word of mouth recommendation from someone I know (family, friend, etc.)					
			TV, radio, newspaper, or magazine advertising					
			OPM Advertisement - "What did you do at your job today?" Federal Agency Human Resources Office					
			USA.gov	-				
			OPM Sponsored Job Fair OPM Veterans Employment Materials	-				
			Placement/Transition Center					
			Don't know					Anchor Answer Choice
			DUIT KIIUW					Anchor Answer Choic

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Other	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions Anchor Answer Choice
EDO10554		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)			Text area, no char limit		N	
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes No		Radio button, one-up vertical	Single	Y	
20262			Yes No		Radio button, one-up vertical	Single	Y	
3876		What improvements, if any, would you make to this site?			Text area, no char limit		N	

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pink: ADDITION

			OPM Job Search CUSTOM QUESTION LIST					
QID 235	Skip Logic Label	Question Text How frequently do you visit this site?	Answer Choices (limited to 50 characters) First time More than once a day Daily About once a week About once a month Every 6 months or less	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions
CWS01211		Which of the following site services , if any, did you use today? (Select all that apply)	Search Jobs My Account Info Center First-time Visitors Why Work for America? Special Hiring Events Individuals with Disabilities Veterans Students Senior Executives Employers Other (please specify)	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
CWS01212	С	Specifically, what other site services did you use today?	Other (pieuse speeny)		Text area. no char limit		N	Skip Logic Group
MAG0090	В	If you used the search feature of the site today to find your information, what was your experience?	I did not encounter any difficulties Returned too many results Returned not enough results Returned no results Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get to what I wanted Search speed was too slow Other, please specify:	D	Radio button, one-up vertical	Single	Y	Skip Logic Group
AKR0858	D	Other, search feature			Text area, no char limit		N	Skip Logic Group

Model Instance Name: OPM Job Search

MID: bKPFCluA60C5JG4p29fn8w==

Date: 1/18/2010

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

OPM Job Search CUSTOM QUESTION LIST Skip Logic Label **Answer Choices** Single or Required Y/N (limited to 50 characters) Skip to Type (select from list) Multi **Special Instructions** QID **Ouestion Text** PM Advertisement - "What did you do at your job today?" ederal Agency Human Resources Offi Search engine (Google, Yahoo, etc) DPM Sponsored Job Fair PPM Veterans Employment Materials Text field, <100 char OPS Group Which of the following sources drove you to visit the site today? Please rank the top 3 (Rank 1 is most important). Rank Group Message or recommendation from a friend on a social network Drop down, select one Single Rank 1 (Required) Video I saw on YouTube Internet blogs or discussion forums Adjust Template/Style Advertising on social networks (Facebook, MySpace, Twitter) Randomize Message directly from the organization/agency on a social network Mobile phone text messages or alerts nstant Message from a friend or colleague Don't know Anchor Answer Choice Other Anchor Answer Choice Rank 2 (Optional) Message or recommendation from a friend on a social network Rank Group Single DO10552 Drop down, select one Video I saw on YouTube Adjust Template/Style Advertising on social networks (Facebook, MySpace, Twitter) Randomize Message directly from the organization/agency on a social network Mobile phone text messages or alerts nstant Message from a friend or colleague Anchor Answer Choice Don't know Anchor Answer Choice Other Rank 3 (Optional) Message or recommendation from a friend on a social network Drop down, select one Single Rank Group Video I saw on YouTube Internet blogs or discussion forums Adjust Template/Style

Advertising on social networks (Facebook, MySpace, Twitter)

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			OPM Job Search 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
			Message directly from the organization/agency on a social network Mobile phone text messages or alerts Instant Message from a friend or colleague Familiarity with site/organization/brand Promotional email(s) from the organization/agency Search engine results Word of mouth recommendation from someone I know (family, friend, etc.) TV, radio, newspaper, or magazine advertising OPM Advertisement - "What did you do at your job today?" Federal Agency Human Resources Office USA.gov OPM Sponsored Job Fair OPM Veterans Employment Materials Placement/Transition Center Don't know Other					Anchor Answer Choice Anchor Answer Choice
EDO10554		If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)	Oner		Text area, no char limit		N	Anchor Answer Choice
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes No		Radio button, one-up vertical	Single	Y	
20262		Have you ever served on active duty in the United States military?	Yes No		Radio button, one-up vertical	Single	Y	
3876		What improvements, if any, would you make to this site?			Text area, no char limit		N	

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Skip Logic CWS03707 CWS03707 Please give us your impression of the recent redesign to the USA often set (imited to 50 characters) The site is better organized—its easier to find information The navigation of the site is more user friendly User firendlines of the navigation of a better of the navigation of the set is more user friendly User firendlines of the navigation of the set is used or ganized—its harder to find information A Text area, no char limit Single N	Special Instructions Skip Logic Group Skip Logic Group Skip Logic Group Skip Logic Group
Please give us your impression of the recent redesign to the USA jobs site (Select all that apply) The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The site is better organized—it's easier to find information The same The site is better organized—it's easier to find information The same	Skip Legic Group Skip Legic Group Skip Legic Group
The navigation of the site is more user friendly User-friendliness of the navigation is about the same The navigation of the site is test sout as well organized—it's harder to find information Other (please specify) A	Skip Logic Group
User-friendliness of the navigation is about the same The navigation of the site is less user friendly The site is not as well organized – it's harder to find information Other (please specify) A Text-area, no-char limit Single N	Skip Logic Group
The navigation of the site is less user friendly The site is not as well organized—it's harder to find-information A Text area, no char limit Single N	Skip Logic Group
The site is not as well organized—it's harder to find information Other (please specify) A Specifically, what is your impression of the recent redesign? Overall, I consider the site redesign: A vasity improved experience An improvement over the previous design An inferior user experience compared to the previous design A frustrating user experience compared to the previous design A for the full of the full	Skip Logic Group
CWS03709 A Specifically, what is your impression of the recent redesign? CWS03709 Overall, I consider the site redesign: A vastly improved experience An improvement over the previous design A similar user experience compared to the previous design An inferior user experience compared to the previous design An frustrating user experience compared to the previous design Other (please specify) A Please tell us what you think of the redesign: How frequently do you visit this site? First time More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center	Skip Logic Group
CWS03708 A Specifically, what is your impression of the recent redesign? Overall, I consider the site redesign: A vastly improved experience A-vastly improved experience A-n improvement over the previous design A n improvement over the previous design An inferior user experience compared to the previous design A frustrating user experience compared to the previous design Other (please specify) A Please tell us what you think of the redesign. How frequently do you visit this site? First time More than once a day Daily About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center Text area, no char limit Single N Radio button, one-up vertical Single N Radio button, one-up vertical Single N Checkbox, one-up vertical Multi Y My Account Info Center	Skip Logic Group
CWS03709 Overall, I-consider the site-redesign: A vastly improved experience An improvement over the previous design A similar user experience compared to the previous design A frustrating user experience compared to the previous design Other (please specify) A Please tell us what you think of the redesign: How frequently do you visit this site? First time More than once a day Daily About once a week About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? Search Jobs My Account Info Center A Radio button, one-up vertical Single Y Radio button, one-up vertical Single Y Checkbox, one-up vertical Multi Y My Account Info Center	Skip Logic Group
An improvement ever the previous design A similar user experience as the previous design An inferior user experience compared to the previous design A frustrating user experience compared to the previous design Other (please specify) A Please tell us what you think of the redesign. EWS03710 A Please tell us what you think of the redesign. First time More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center	
A similar user experience as the previous design An inferior user experience compared to the previous design A frustrating user experience compared to the previous design Other (please specify) A Please tell us what you think of the redesign. How frequently do you visit this site? First time More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center	Skip Logie Group
An inferior user experience compared to the previous design A frustrating user experience compared to the previous design Other (please specify) A Please tell us what you think of the redesign. How frequently do you visit this site? First time More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center A Text area, no char limit Single N Radio button, one-up vertical Single Y Checkbox, one-up vertical Multi Y	Skip Logic Group
A frustrating user experience compared to the previous design Other (please specify) A Please tell us what you think of the redesign: How frequently do you visit this site? First time More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) A Please tell us what you think of the redesign: First time More than once a day Daily About once a week About once a month Every 6 months or less B Checkbox, one-up vertical Multi Y My Account Info Center	Skip Logic Group
CWS03710 A Please tell us what you think of the redesign. 235 How frequently do you visit this site? First time More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center Other (please specify) A Text area, no char limit Single N Radio button, one-up vertical Single Y Radio button, one-up vertical Single Y Checkbox, one-up vertical Multi Y	Skip Logic Group
CWS03710 A Please tell us what you think of the redesign. How frequently do you visit this site? First time More than once a day Daily About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center First time More than once a day Daily About once a month Every 6 months or less B Checkbox, one-up vertical Multi Y	Skip Logie Group
How frequently do you visit this site? First time More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center First time More than once a day Daily About once a week About once a month Every 6 months or less B Checkbox, one-up vertical Multi Y	5.mp 20g/6 2.00p
More than once a day Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center More than once a day B Checkbox, one-up vertical Multi Y	
Daily About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center	
About once a week About once a month Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center	
Every 6 months or less CWS01211 Which of the following site services, if any, did you use today? (Select all that apply) My Account Info Center Every 6 months or less B Checkbox, one-up vertical Multi Y My Account	
CWS01211 Which of the following site services, if any, did you use today? Search Jobs B Checkbox, one-up vertical Multi Y My Account Info Center	
(Select all that apply) My Account Info Center	
Info Center	Skip Logic Group
First-time Visitors First-time Visitors	
Why Work for America?	
Special Hiring Events	
Individuals with Disabilities	
Veterans	
Students Students	
Senior Executives	
Employers Control of the Control of	
Other (please specify) CWS01212 C Specifically, what other site services did you use today? Text area, no char limit N	Ckin Logio Crous
CWS01212 C Specifically, what other site services did you use today? MAG0090 B If you used the search feature of the site today to find your information, what was your experience? I did not encounter any difficulties Radio button, one-up vertical information, what was your experience?	Skip Logic Group Skip Logic Group
Returned too many results	
Returned not enough results	
Returned no results	
Results were not relevant to my search terms or needs	
I was not sure what words to use in my search	
Search required too many refinements to get to what I wanted	
Search speed was too slow	
Other, please specify: D	
AKR0858 D Other, search feature Text area, no char limit N	

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			OPM Job Search 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
ALM0089			Media advertisement OPM Advertisement - "What did you do at your job today?" Federal Agency Human Resources Office USA.gov Friend Family Search engine (Google, Yahoo, etc) OPM Sponsored Job Fair OPM Veterans Employment Materials Placement/Transition Center Other (please specify)	A	Radio button, one-up vertical	Single	Y	OPS Group
CWS01213	Α	Other (hear about site)	W 1		Text field, <100 char	Single	N	OPS Group
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes No		Radio button, one-up vertical	Single	Υ	
20262		Have you ever served on active duty in the United States military?	Yes No		Radio button, one-up vertical	Single	Y	
3876		What improvements, if any, would you make to this site?	, ·		Text area, no char limit		N	

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			OPM Job Search CUSTOM QUESTION LIST					
OID	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
CWS03707	_uoo.	Please give us your impression of the recent redesign to the	The site is better organized - it's easier to find information	Citip to	Type (eciect irem net)	Multi	Y	Skip Logic Group
		USAJobs site (Select all that apply)	The state of the s		Checkbox, one-up vertical			1 , 13 ,
			The navigation of the site is more user friendly					
			User-friendliness of the navigation is about the same					
			The navigation of the site is less user friendly					
			The site is not as well organized - it's harder to find information	١.				
011/000700		Specifically, what is your impression of the recent redesign?	Other (please specify)	Α	Tout organ up about limit	Oin alla	N.	Obia Lauia Occur
CWS03708 CWS03709	Α	Overall, I consider the site redesign:	A vastly improved experience		Text area, no char limit Radio button, one-up vertical	Single Single	N Y	Skip Logic Group Skip Logic Group
CW303709		Overall, i consider the site redesign.	An improvement over the previous design	1	Radio buttori, orie-up vertical	Sirigle	ı	Skip Logic Group
			A similar user experience as the previous design	1				
			An inferior user experience compared to the previous design	1				
			A frustrating user experience compared to the previous design	1				
			Other (please specify)	Α				
CWS03710	Α	Please tell us what you think of the redesign.			Text area, no char limit	Single	N	Skip Logic Group
235		How frequently do you visit this site?	First time		Radio button, one-up vertical	Single	Y	
			More than once a day					
			Daily	1				
			About once a week	1				
			About once a month	-				
CWS01211		Which of the following cite convince if any did you use today?	Every 6 months or less Search Jobs		Checkbox, one-up vertical	Multi	Υ	Skip Logic Group
CW301211		Which of the following site services , if any, did you use today? (Select all that apply)	My Account	В	Checkbox, one-up vertical	With	'	Skip Logic Group
			MyUSAJohs	1				
			Information Center	1				
			Veterans Employment Resource Center	1				
			Forms	1				
			Employer Services					
			First-time Visitors					
			Why Work for America?					
			Special Hiring Events					
			Individuals with Disabilities					
			veterans					
			Students Senior Executives					
			Employers					
			Other (please specify)	С				
CWS01212	С	Specifically, what other site services did you use today?	(Allower obesity)		Text area, no char limit		N	Skip Logic Group
MAG0090	В	If you used the search feature of the site today to find your information, what was your experience?	I did not encounter any difficulties		Radio button, one-up vertical	Single	Y	Skip Logic Group
			Returned too many results					
			Returned not enough results	-				
			Returned no results Recults were not relevant to my search torms or needs	-				
			Results were not relevant to my search terms or needs					
			I was not sure what words to use in my search	-				
			Search required too many refinements to get to what I wanted	-				
			Search speed was too slow Other, please specify:	D				
AKR0858	D	Other, search feature	Outer, piedae apecity.		Text area, no char limit		N	Skip Logic Group
, axix0000		e a.c., e callon locatoro			Total area, no onar min		IN	ONIP LOGIC GIOUP

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			OPM Job Search 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
ALM0089			Media advertisement OPM Advertisement - "What did you do at your job today?" Federal Agency Human Resources Office USA.gov Friend Family Search engine (Google, Yahoo, etc) OPM Sponsored Job Fair OPM Veterans Employment Materials Placement/Transition Center Other (please specify)	A	Radio button, one-up vertical	Single	Y	OPS Group
CWS01213	Α	Other (hear about site)	W 1		Text field, <100 char	Single	N	OPS Group
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes No		Radio button, one-up vertical	Single	Υ	
20262		Have you ever served on active duty in the United States military?	Yes No		Radio button, one-up vertical	Single	Y	
3876		What improvements, if any, would you make to this site?	, ·		Text area, no char limit		N	

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			OPM Job Search CUSTOM QUESTION LIST					
QΙD	Skip Logic Label	Question Text Please give us your impression of the recent redesign to the USAJobs site (Select all that apply)	Answer Choices (limited to 50 characters) The site is better organized - it's easier to find information The navigation of the site is more user friendly User-friendliness of the navigation is about the same The navigation of the site is less user friendly The site is not as well organized - it's harder to find information	Skip to	Type (select from list) Radio button, one-up vertical	Single or Multi Single	Required Y/N Y	Special Instructions Skip Logic Group
			Other (please specify)	А				
	Α	Specifically, what is your impression of the recent redesign?			Text area, no char limit		N	Skip Logic Group
		Overall, I consider the site redesign:	A vastly improved experience An improvement over the previous design A similar user experience as the previous design An inferior user experience compared to the previous design A frustrating user experience compared to the previous design Other (please specify)	A	Radio button, one-up vertical	Single	Y	Skip Logic Group
	Α	Please tell us what you think of the redesign.			Text area, no char limit		N	Skip Logic Group
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y	
CWS01211	С	Which of the following site services, if any, did you use today? (Select all that apply) Specifically, what other site services did you use today?	Search Jobs MyUSAJobs Information Center Veterans Employment Resource Center Forms Employer Services Other (please specify)	В	Checkbox, one-up vertical Text area, no char limit	Multi	Y	Skip Logic Group
MAG0090	В	If you used the search feature of the site today to find your information, what was your experience?	I did not encounter any difficulties Returned too many results Returned not enough results Returned no results Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get to what I wanted Search speed was too slow Other, please specify:	D	Radio button, one-up vertical	Single	Ÿ	Skip Logic Group
					Text area, no char limit			Skip Logic Group

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pink: ADDITION

			OPM Job Search 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
ALM0089			Media advertisement OPM Advertisement - "What did you do at your job today?" Federal Agency Human Resources Office USA.gov Friend Family Search engine (Google, Yahoo, etc) OPM Sponsored Job Fair OPM Veterans Employment Materials Placement/Transition Center Other (please specify)	A	Radio button, one-up vertical	Single	Y	OPS Group
CWS01213	Α	Other (hear about site)	W 1		Text field, <100 char	Single	N	OPS Group
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes No		Radio button, one-up vertical	Single	Υ	
20262		Have you ever served on active duty in the United States military?	Yes No		Radio button, one-up vertical	Single	Y	
3876		What improvements, if any, would you make to this site?	, ·		Text area, no char limit		N	

Date: 3/1/2008

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pink: ADDITION

			OPM Job Search 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
2926		What is your overall satisfaction with the Federal employment application process?	1-10-scale		Radio button, scale, has don't k	Single	¥	
235		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Radio button, one-up vertical	Single	Y	
NEW		Which of the following site services, if any, did you use today? (Select all that apply)	Search Jobs MyUSAJobs Information Center Veterans Employment Resource Center Forms Employer Services Other (please specify)	В	Checkbox, one-up vertical	Multi	Y	Skip Logic Grou
NEW	С	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Grou
MAG0090	В	If you used the search feature of the site today to find your information, what what was your experience?	I did not encounter any difficulties Returned too many results Returned not enough results Returned no results Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get to what I wanted Search speed was too slow Other, please specify:	D	Radio button, one-up vertical	Single	Y	Skip Logic Grou
KR0858	D	Other, search feature			Text area, no char limit		N	Skip Logic Grou
4MAG0089		How are you primarily browsing through the USAJOBS website?	Log into MyUSAJobs to search for listings Top Navigation bar Site map Search engine Links on the home page All of the above		Radio button, one up vertical	Multi	¥	
AMAG0090		What was your experience with the navigation process on this site?	-Did not have any difficulty navigating the site- Could not navigate back to previous information- Would often feel lost, not know where I was Links did not take me where I expected Links/labels are difficult to understand- Too many links or navigational choices Had technical difficulties (e.g. broken links, error messages) Other		Checkbox, one-up-vertical	Multi	¥	OPS Group

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			OPM Job Search 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
ALM0089		How did you hear about this site?	Media advertisement OPM Advertisement - "What did you do at your job today?" Federal Agency Human Resources Office USA.gov Friend Family Search engine (Google, Yahoo, etc) OPM Sponsored Job Fair OPM Veterans Employment Materials Placement/Transition Center Other (please specify)	A	Radio button, one-up vertical	Single	Y	OPS Group
NEW	Α	Other (hear about site)			Text field, <100 char	Single	N	OPS Group
2928		Are you now, or have you ever been, a civilian employee of the United States Government?	Yes No		Radio button, one-up vertical	Single	Y	
20262		Have you ever served on active duty in the United States military?	Yes No		Radio button, one-up vertical	Single	Y	
3876	i	What improvements, if any, would you make to this site?			Text area, no char limit		N	