## **Questionnaire Management Guidelines**

## Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

## **Questionnaire Resources:**

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

MyCareeratVA
Please fill in
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Please Select

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

MID: Existing Measure - Please fill in; New Measure - DOT will fill in



### Welcome and Thank You Text

### Directions:

Date: 12/4/2012

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

## Welcome Text

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

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

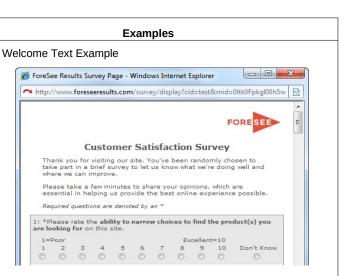
## **DEFAULT Thank You Text**

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

### **ALTERNATE WEB Thank You Text**

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

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



## Thank You Text Example

Football Please Select -Hockey Please Select • 16: What size and style of jean were you shopping for today? What size of jean were you What style of jean were you shopping for today? shopping for today? 0 1 Boot cut 03 Converse 0 5 Flare 'web site' has been corrected to now read 'website' in the text to the left Thank you for taking our survey - and for helping us serve you better. Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site. Cancel Submit Copyright 2010 - all rights reserved ForeSee Results Privacy Policy Survey Support Internet | Protected Mode: On 🖓 🔻 🔍 100% -

## Model Instance Name:

MyCareeratVA MID:

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12/4/2012

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Date:

## . . . .



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.

			lyCareeratVA			
		utilize the ACSI I	methodology to determine scores and impa	acts		
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	м	Q Label	FUTURE BEHAVIORS
1Navigation -	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well the site is organized.	17 Satisfaction -	Satisfaction What is your overall satisfaction with this site?	20 Retu	rn	Return
Organized	-	Overall	(1=Very Dissatisfied, 10=Very Satisfied)			(1=Very Unlikely, 10=Very Likely)
2 Navigation - 3 Navigation - Layout	Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you are looking for.	18 Satisfaction - 19 Satisfaction - Ideal	How well does this site meet your expectations? How does this site compare to your idea of an ideal website?	21 Reco	ommend	How likely are you to return to MyCareeratVA.va.gov? Recommend (1=Very Unlikely, 10=Very Likely)
4Navigation - Clicks	Please rate the <b>number of clicks to get where you want</b> on this site.		(1-Not Vone Close, 10-Vone Close)			How likely are you to recommend MyCareeratVA.va.gov to someone else?
	Career Information (1=Poor, 10=Excellent, Don't Know)			22 Prima Reso		Primary Resource
5 Career Info - Understandable	Please rate how <b>understandable career information is</b> on MyCareeratVA.va.gov.					(1=Very Unlikely, 10=Very Likely)
6 Career Info - Detail	Please rate the <b>level of detail of career information</b> on MyCareeratVA.va.gov.					How likely are you to use MyCareeratVA.va.gov as a primary resource for information about careers at the Department of Veterans Affairs?
7 Career Info - Answers	Please rate how well the career information on MyCareeratVA.va.gov. <b>provided</b> answers to your questions.					Consult Supervisor
	Functionality (1=Poor, 10=Excellent, Don't Know)					(1=Very Unlikely, 10=Very Likely)
8 Functionality - Usefulness	Please rate the usefulness of the website tools provided on this site.					How likely are you to set up a career development discussion with your current supervisor after visiting MyCareeratVA.va.gov?
9 Functionality - Convenient	Please rate the <b>convenient placement of the website tools</b> on this site.					x-up for Course
10 Functionality - Variety	Please rate the <b>variety of website tools</b> on this site.					(1=Very Unlikely, 10=Very Likely)
	Look and Feel (1=Poor, 10=Excellent, Don't Know)					How likely are you to <b>sign up for a training course after visiting</b> MyCareeratVA.va.gov?
11 Look and Feel - Appeal	Please rate the <b>visual appeal</b> of this site.					Create Account
12 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.					(1=Very Unlikely, 10=Very Likely)
13 Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.					How likely are you to create an account on MyCareeratVA.va.gov?
14 Site Berformano	Site Performance (1=Poor, 10=Excellent, Don't Know) Please rate how quickly pages load on this site.					Share Information
- Loading	Prease rate now quickly pages load on this site.					(1=Very Unlikely, 10=Very Likely)
15 Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.					How likely are you to share information that you learned on MyCareeratVA.va.gov with a colleague?
16 Site Performance - Errors	Please rate the <b>ability to load pages without getting error messages</b> on this site.					Recommend Veterans Affairs
						(1=Very Unlikely, 10=Very Likely) How likely are you to promote the U.S. Department or veterans
						Affaire ac a nreat nlare to work?

MID: Existing Measure - Please fill in; New Measure - DOT will fill in

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

## Date: 10/9/2012

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

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			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		How many times have you visited MyCareer@VA in the last six	· · · ·		Drop down, select	Single	Y		
CAS0057822		months (before today)?	This is my first visit		one				Visit Freq
			One time before today Between 2-5 times						
			Between 6-10 times						
			More than 10 times						
CAS0057823		What was your primary reason for visiting the site today?	Research how to advance my current career with the VA Look for a new job with the VA	A	Radio button, one- up vertical	Single	Y	skip logic	Primary Reason
			Look for an internship with the VA						
			Use the career development resources						
			Find information to help others advance their careers at VA Just browsing						
			Other, please specify	B					
CAS0057824	В	What specifically were you trying to accomplish on MyCareer@VA today?			Text area, no char limit				OE_Reason
CAS0057825	A	How likely are you to apply for a job with VA?	Very Likely Likely Neither likely nor unlikely Unlikely Very Unlikely		Radio button, one- up vertical	Single	Y	skip logic	ApplyForJob
CAS0057842		Are you a veteran?	Yes		Drop down, select one	single	у	skip logic	Veteran
LNH2211		Which best describes your current role (not position title)?	No Student/Intern		Checkbox, two-up	Multi	Y	Skip Logic	Role
LINHZZII		Please check all that apply.			vertical	wutu		Skip Logic	Role
			Non-supervisory employee						
			Supervisor/Manager						
			Executive						
			Other, please specify	A					
NH2212	A	Please describe your current role?			Text area,no char limit		N		Other Role
CAS0057843		Were you able to accomplish what you wanted to during your visit today?	Yes		Radio button, one- up vertical	Single	Y	Skip Logic Group	Task Accomplishment
			I need more time to explore						
CAS0057844	A	Why were you unable to accomplish what you wanted to today?	No	A	Text area,no char limit		N	Skip Logic Group	OE_Why unable
LNH2213		Where do you currently work?	Veterans Health Administration (VHA at VA)	Z, A, B, E, F, G, H, I	Radio button, one- up vertical	Single	Y	Skip Logic	Work At
			Veterans Benefits Administration (VBA at VA)	Z, A, B, E, F, G, H, I					
			National Cemetery Administration (NCA at VA)	Z, A,B, E, F, G, H, I					
			VA Central Office (VACO at VA)	Z, A, B, E, F, G, H, I					

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InterpretationInter				The private sector	Z, A, E, F, G. H. I					
Index				The nonprofit sector						
Image: section of the sectin of the section of the section of th					G, H, I					
Image: state				I am not currently employed						
2.530077845       Z       Normany total years of work experience do you have?       Less flan 1 year       Radio hutton, one-preficual       Single       Y       Skip Logic       TotalWork         2.530077845       A       How long have you been in your current position?       Less flan 1 year       Radio button, one-preficual       Single       Y       Skip Logic       Length of Cocupation         L.NH2214       A       How long have you been in your current position?       Less flan 1 year       Radio button, one-grave flan in year       Single       Y       Skip Logic       Length of Cocupation         L.NH2214       A       How long have you been in your current position?       Less flan 1 year       Single       Y       Skip Logic       Length of Cocupation         L.NH2214       A       How long have you been in your current position?       Less flan 1 year       Single       Y       Skip Logic       Length of Cocupation         L.NH2214       A       How long have you been in your current position?       Federal Wage System or equivalent       Particular       Single       Y       Skip Logic       Length of Cocupation         L.NH2217       C       Mina pay plan best describes your situation?       Federal Wage System or equivalent       Federal Wage System or equivalent       Single Agree       N       Other work         L.NH										
CAS0057845ZPerformant of the section of the secting of the se										
LNH2214         A         How long have you been in your current position?         Less than 1 year         Image: position of the position of theposition of theposition of the positheposition of thepositheposit	CAS0057845	z	How many total years of work experience do you have?	1-2 years 3-5 years 6-10 years			Single	Y	Skip Logic	TotalWork
index       index <td< td=""><td>LNH2214</td><td>A</td><td>How long have you been in your current position?</td><td></td><td></td><td></td><td>Single</td><td>Y</td><td>Skip Logic</td><td>Length of Occupatio</td></td<>	LNH2214	A	How long have you been in your current position?				Single	Y	Skip Logic	Length of Occupatio
Image: second				1-2 years						
intermed       into more years       into mo										
Image: constraint of the state of the s				6-10 years						
CAS005784       B       What pay plan best describes your situation?       Federal Wage System or equivalent       Radio button, one uvertical       S       Y       Skip Logic       Pay Situation         CAS005784       I <td></td> <td></td> <td></td> <td>11 or more years</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				11 or more years						
CAS0057846       B         Image: CAS0057847       F         Image: CAS0057847 <td></td> <td></td> <td></td> <td>Not currently employed</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>				Not currently employed						
Image: Signal set in the	CAS0057846	в	What pay plan best describes your situation?				s	Y	Skip Logic	Pay Situation
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Image: Considering everything, how satisfied are you with your       Department of VA nurses (VA)       Department of VA nurses (VA)         Image: CAS0057854       F       Image: Considering everything, how satisfied are you with your       Strongly Agree         CAS0057854       F       Considering everything, how satisfied are you with your       Very Satisfied         CAS0057854       G       How satisfied are you with your opportunity to get a better job in       Very Satisfied         CAS0057854       G       How satisfied are you with your opportunity to get a better job in       Very Satisfied       Radio button, one- up vertical       S       Y       Skip Logic       Skip Logic       Skip Logic         CAS0057854       G       How satisfied are you with your opportunity to get a better job in       Very Satisfied       Radio button, one- up vertical       S       Y       Skip Logic       OrgSatisfaction				GS 13-15 or equivalent						
Image: Constraint of the state of the s				Senior Executive Service (SES) or equivalent						
Image: considering everything, how satisfied are you with your       Yerfer not to answer       Prefer not to answer				Department of VA nurses (VN)						
LNH2217       C       Where do you currently work?       Image: Construction of the section of the sectin of the section of the sectin of the section of the s				I work in the private sector (non-government)						
Image: Considering of the second of the s				Prefer not to answer						
CAS0057847       E       I am given a real opportunity to improve my skills in my organization.       Strongly Agree       Radio button, one-up vertical       S       Y       Skip Logic       SkillImprovemen         Agree       Agree       Agree       Agree       Neither agree nor disagree       Strongly Disagree	LNH2217	С	Where do you currently work?							
Agree Neither agree nor disagree Disagree Strongly Disagree     Agree Neither agree nor disagree Disagree Strongly Disagree     Agree Neither agree nor disagree Disagree Strongly Disagree     Radio button, one- up vertical     S     Y     Skip Logic     OrgSatisfaction       CAS0057851     F     Considering everything, how satisfied are you with your organization?     Very Satisfied Neither satisfied Neither satisfied Neither satisfied Neither satisfied Very Dissatisfied     Radio button, one- up vertical     S     Y     Skip Logic     OrgSatisfaction       CAS0057854     G     How satisfied are you with your opportunity to get a better job in     Very Satisfied     Radio button, one- very Dissatisfied     Radio button, one- very Dissatisfied     Image: Construction opportunity to get a better job in     Very Satisfied     Radio button, one- very Dissatisfied     Image: Construction opportunity to get a better job in     Very Satisfied     Radio button, one- very Dissatisfied     Image: Construction opportunity to get a better job in     Very Satisfied     Radio button, one- very Dissatisfied     Image: Construction opportunity to get a better job in     Very Satisfied     Radio button, one- very Dissatisfied     Image: Construction opportunity to get a better job in     Very Satisfied     Radio button, one- very Dissatisfied     Image: Construction opportunity to get a better job in     Very Satisfied     Image: Construction opportunity to get a better job in     Very Satisfied     Image: Construction opportunity to get a better job in     Image: Construction opportunity to get a better j	CAS0057847	E	I am given a real opportunity to improve my skills in my organization.	Strongly Agree		Radio button, one-			Skin Logic	
CAS0057854       G     How satisfied are you with your opportunity to get a better job in     Very Dissatisfied     Provide Duttorh, one-     S     Y     Skip Logic     OrgSatisfaction				Neither agree nor disagree Disagree Strongly Disagree			5			CRIMIPOVENIEN
CAS0057854 G How satisfied are you with your opportunity to get a better job in Very Satisfied Very Satisfied Provide the state of the set of t	CAS0057851	F		Satisfied Neither satisfied nor dissatisfied Dissatisfied			S	Y	Skip Logic	OrgSatisfaction
	CAS0057854	G	How satisfied are you with your opportunity to get a better job in			Radio button, one-				

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			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
Qib	Luber	Question Text	Satisfied		iiiii	marci	1/14	opecial instructions	OQ LUDCI
			Neither satisfied nor dissatisfied Dissatisfied Very Dissatisfied						
CAS0057855	н	Considering everything, how satisfied are you with <b>your job</b> ?	Very Satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very Dissatisfied		Radio button, one- up vertical	S	Y	Skip Logic	JobSatisfaction
CAS0057856	1	Are you considering leaving your organization in the next year, and if so, why?	No Yes, to retire Yes, to take a job within the Federal Government Yes, to take a job outside the Federal Government Yes, other		Radio button, one- up vertical	S	Y	Skip Logic	LeavingJob
CAS0057857	D	Would you consider applying for a job with VA?	Yes Maybe No		Radio button, one- up vertical	S	Y	Skip Logic	ApplytoVA
CAS0057858		How would you describe your navigation experience on this site			Checkbox, one-up				
		today? (Please select all that apply.)	I had no difficulty navigating this site		vertical	М	Y	Skip	Navigation Exp
			Links often did not take me where I expected						
			I had difficulty finding relevant information Labels are difficult to understand						
			Too many links to choose from						
			I had technical difficulties (error messages, broken links, etc.)						
			I could not navigate back to previous information						
			I had a navigation difficulty not listed above:	Α			N		
CAS0057783	A	Please describe the navigation difficulty you encountered today.			Text area,no char limit				OE_Nav Difficulty
CAS0057784		Did you use the Resume Builder - a tool designed to help you create and format a resume that meets Federal requirements - during your visit today?	Yes	A	Radio button, two- up vertical	single	Y	Skip	Job Finder
			No						
CAC0053305		Lew would you describe the Description Duilder	Don't remember/don't know what it is						
CAS0057785	A	How would you describe the Resume Builder?	Very useful Useful Useful		Radio button, one- up vertical	Single	Y	Skip Logic Group	Job Finder Experien
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
CAS0057786	В	Why did you rate the tool as not useful?			Text area,no char limit	Single	N	Skip Logic Group	OE_ResumeBuilde
CAS0057787		Did you use the Job Finder - a job search tool where you can browse current openings within VA - during your visit today?	Yes	A	Radio button, two- up vertical	single	Y	Skip	Job Finder
	+		No Don't remember/don't know what it is						
CAS0057788	A	How would you describe the Job Finder?	Very useful		Radio button, one-	Cinala		Chin Lonio Curre	Joh Finder Funding
			Useful		up vertical	Single	Y	Skip Logic Group	Job Finder Experien
	-		Somewhat useful						
	1				1		1	1	

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

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

ate:	12/4/201		blue +>: REWORDING						
			MyCareeratVA CUSTOM QUESTION LIS	т					
	Skip								
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
NH2210	Laber	How many times have you visited MyCareer@VA in the last six months?	θ		Radio button, one- up vertical	Single	¥	Special instructions	Visit Frequency
			±						
			2-5						
			<del>6-10</del>						
			<del>11 or more</del>						
		How many times have you visited MyCareer@VA in the last six months (before today)?	This is my first visit		Drop down, select one	Single	Y		Visit Freq
	-		One time before today						
			Between 2-5 times Between 6-10 times						
			More than 10 times						
					Radio button, one-				
		What was your primary reason for visiting the site today?	Research how to advance my current career with the VA Look for a new job with the VA	A	up vertical	Single	Y	skip logic	Primary Reason
			Look for an internship with the VA	A					
			Use the career development resources						
			Find information to help others advance their careers at VA						
			Just browsing	В					
		What specifically were you trying to accomplish on	Other, please specify		Text area, no char				
	В	MyCareer@VA today?			limit				OE_Reason
	A	How likely are you to apply for a job with VA?	Very Likely Likely Neither likely nor unlikely Unlikely Very Unlikely		Radio button, one- up vertical	Single	Y	skip logic	ApplyForJob
		Are you a veteran?	Yes		Drop down, select one	single	у	skip logic	Veteran
LNH2211		Which best describes your current role (not position title)?	No <del>Veteran</del>		Checkbox, two-up	Multi	Y	Skip Logic	Role
LINHZZII		Please check all that apply.	veteran		vertical	wuru		Skip Logic	Kule
			Student/Intern						
			Non-supervisory employee						
			Supervisor/Manager			-			
			Executive						
			Other, please specify	A					
			Outer, please specify						
NH2212	A	Please describe your current role? Were you able to accomplish what you wanted to during your	Yes		Text area, no char limit	Single	N	Skip Logic Croup	Other Role Task Accomplishme
		visit today?	I need more time to explore		Radio button, one- up vertical	Single		Skip Logic Group	
			No	Α					
	Α	Why were you unable to accomplish what you wanted to today?			Text area,no char limit		N	Skip Logic Group	OE_Why unable
LNH2213		Where do you currently work?	Veterans Health Administration (VHA at VA)	Z, A, B, E. F. G.	Radio button, one- up vertical	Single	Y	Skip Logic	Work At
			Veterans Benefits Administration (VBA at VA) National Cemetery Administration (NCA at VA)	Z, A, B, Z, A,B, E,					
			VA Central Office (VACO at VA)	Z, A, B,					
			The public/government sector (Non VA)	<u>E, F, G,</u> Z, A, E, F,					

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			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			The private sector	Z, A, E, F,					
			The nonprofit sector	Z, A, E, F,					
			I am not currently employed	D					
			Other, please specify	С					
	z	How many total years of work experience do you have?	Less than 1 year 1-2 years 3-5 years 6-10 years 11 or more years		Radio button, one- up vertical	Single	Y	Skip Logic	TotalWork
LNH2214	Α	How long have you been in your current position?	Less than 1 year		Radio button, one-	Single	Y	Skip Logic	Length of Occupation
			1-2 years		un vertical	eiligie	-	Chip Logio	Longar of Cooupadon
			3-5 years						
			6-10 years						
			11 or more years						
			Not currently employed						
LNH2215	B	What pay plan best describes your situation?	GS or equivalent	BB	Radio button, one-				
			WG or equivalent		up vertical	Single	¥	Skip Logic	Pay Level
			VN	_					
LNH2216	BB	What GS level are you currently classified as?	GS1-5		Radio button, one-				
LINEZZIO	88				up vortical	Single	¥	Skip Logic	GS Level
			<del>GS-6-10</del>						
			<del>GS 11-15</del>						
			Prefer not to answer						
	в	What pay plan best describes your situation?	Federal Wage System or equivalent		up vertical	S	Y	Skip Logic	Pay Situation
			GS 1-6 or equivalent						
			GS 7-12 or equivalent	-					
			GS 13-15 or equivalent	-					
			Senior Executive Service (SES) or equivalent	-					
		-	Department of VA nurses (VN)	-					
		-	I work in the private sector (non-government)	-					
		-	Prefer not to answer	-					
LNH2217	С	Where do you currently work?			Text area, no char				
	E	I am given a real opportunity to improve my skills in my	Strongly Agree	_	limit		N		Other work
		organization.			Radio button, one- up vertical	S	Y	Skip Logic	SkillImprovement
			Agree Neither agree nor disagree Disagree Strongly Disagree						
	F	Considering everything, how satisfied are you with your organization?	Very Satisfied Satisfied		Radio button, one- up vertical	S	Y	Skip Logic	OrgSatisfaction
			Neither satisfied nor dissatisfied Dissatisfied Very Dissatisfied						
	G	How satisfied are you with your opportunity to get a better job in			Radio button, one-				
		your organization?			up vertical	S	Y	Skip Logic	OrgAdvancement

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Date: 12/4/2012	blue +>: REWORDING

	Skip								
D	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
		<b>*</b> *****	Satisfied						
			Neither satisfied nor dissatisfied						
			Dissatisfied Very Dissatisfied						
	н	Considering everything, how satisfied are you with <b>your job</b> ?	Very Satisfied		Dealling have been				
		considering everything, now satisfied are you with your job?	very Sausieu		Radio button, one- up vertical	S	Y	Skip Logic	JobSatisfac
			Satisfied			Ŭ		Chip Logic	oobouiisiuo
			Neither satisfied nor dissatisfied						
			Dissatisfied						
			Very Dissatisfied						
	1	Are you considering leaving your organization in the next year,	No		Radio button, one-				
		and if so, why?			up vertical	S	Y	Skip Logic	LeavingJo
			Yes, to retire						
			Yes, to take a job within the Federal Government Yes, to take a job outside the Federal Government						
			Yes, other						
	D	Would you consider applying for a job with VA?	Yes		Radio button, one-				
					up vertical	S	Y	Skip Logic	ApplytoV
			Maybe						
			No						
		How would you describe your navigation experience on this site			Checkbox, one-up				
		today? (Please select all that apply.)	I had no difficulty navigating this site		vertical	М	Y	Skip	Navigation
			Links often did not take me where I expected I had difficulty finding relevant information						
			Labels are difficult to understand						
			Too many links to choose from						
			I had technical difficulties (error messages, broken links, etc.)						
			I could not navigate back to previous information						
			I had a navigation difficulty not listed above:	Α			N		
	Α				Text area, no char				
		Please describe the navigation difficulty you encountered today. Did you use the Resume Builder - a tool designed to help you	Yes	A	limit				OE_Nav Diffie
		create and format a resume that meets Federal requirements -		<b>^</b>	Radio button, two-				
		during your visit today?			up vertical	single	Y	Skip	Job Finde
			No						
			Don't remember/don't know what it is						
	Α	How would you describe the Resume Builder?	Very useful		Radio button, one-				
			Useful		up vertical	Single	Y	Skip Logic Group	Job Finder Expe
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
	В	Why did you rate the tool as not useful?			Text area, no char				
					limit	Single	N	Skip Logic Group	OE_ResumeB
		Did you use the Job Finder - a job search tool where you can	Yes	Α					
		browse current openings within VA - during your visit today?			Radio button, two- up vertical	single	Y	Skip	Job Finde
			No	+	up vertical	single	r	экір	
			Don't remember/don't know what it is	1					
	Α	How would you describe the Job Finder?	Very useful		Radio button, one-				
					up vertical	Single	Y	Skip Logic Group	Job Finder Exp
			Useful						
			Somewhat useful						
			Not useful	В					
		Why did you rate the tool as not useful?	I do not understand the purpose of this tool						
	B				Text area, no char		1		1

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Date: 12/4/2012	blue +>: REWORDING

			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH2218		Did you use the Career Mapping Tool - a tool that starts with	Yes	Α		Single	Y	Skip Logic Group	Career Map Tool
		your current job and then compares various career paths you could follow at VA - during your visit today?			Radio button, one- up vertical				
			No						
			Don't remember/don't know what it is		кашо рицоп, опе-				
LNH2219	A	How would you describe the Career Mapping tool?	Very useful		up vertical	Single	Y	Skip Logic Group	Career Map Experience
			Useful						
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
	В	Why did you rate the tool as not useful?			Text area, no char				
					limit	Single	N	Skip Logic Group	OE_CareerMap
_NH2220		Did you use the My Career Fit Tool - a short questionnaire that helps you to match your interests and preferences to jobs across VA - during your visit today?	Yes	A	Radio button, one- up vertical	Single	Y	Skip Logic Group	Career Fit Tool
			No						
			Don't remember/don't know what it is						
LNH2221	A	How would you describe the My Career Fit tool?	Very useful		Naulo button, one-	Single	Y	Skip Logic Group	Career Fit Experience
	<u> </u>		Useful		up vertical	Olligic		Ship Logic Group	
			Somewhat useful						
			Not useful	B					
			I do not understand the purpose of this tool	-					
	В	Why did you rate the tool as not useful?			Text area, no char limit	Sinale	N	Skip Logic Group	OE CareerFit
LNH2222		Did you use the VA Career Guides - a tool that lets you explore information about occupations and job titles across VA - during your visit today?	Yes	A	Radio button, one- up vertical	Single		Skip Logic Group	Career GuidesTool
			No						
			Don't remember/don't know what it is						
LNH2223	A	How would you describe your experience using the VA Career Guides?	Very useful		Radio button, one- up vertical	Single	Y	Skip Logic Group	Career GuidesExperia
			Useful						
			Somewhat useful						
			Not useful	В					
			I do not understand the purpose of this tool						
	В	Why did you rate the tool as not useful? Which tools, resources, or training program did you find most			Text area,no char limit	Single	N	Skip Logic Group	OE_CareerGuide
		helpful?			Text area,no char limit	Single	N		OE_MostUseful
		What other tools, resources, or career development content would you find useful on the site?			Text area,no char limit	Single	N		OE_SuggestedConte

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			MyCareeratVA CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Sing
LNH2224		How did you learn about MyCareer@VA? (Select all that apply)	Online or email communications (e.g., VA website, online article, news letter or search engine)		Checkbox, one-up vertical	Mu
			VA Main Website Other online source (e.g. search engine, online article, social			
			media)			

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	Skip	

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

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		MyCareeratVA CUSTOM QUES	STION LIST					
						1		1
Skip _ogic		Answer Choices			Single or	Required		
_abel	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N	Special Instructions	CQ Labe
	How frequently do you visit this site?	First time	0	Radio button, one-up vertical	Single	Y		Visit Freque
	······································	More than once a day						
		Daily						
		About once a week						
		About once a month						
		Every 6 months or less						
V	What <b>best</b> describes your role in visiting the site today?	Current VA employee	A,B,C,D	radio button, one-up vertical	Single	Y [	Could break down currer	t employee
		Active military interested in pursuing a career with the VA upon discharge	E, F				by Entry, Mid, Senior, Sup	pervisors and
		Veteran interested in pursuing a career with the VA	G				mangers depending upor	n internal
		Non veteran interested in pursuing a career with the VA	G				reporting needs. This wo	ould eliminate
		Currently a supervisor within the VA looking for available resources for staff					skip A and B	
		development						
		Just browsing the site				L .		
		Other, please specify	Z					
	Other role:			Text area, no char limit	Single	N	Skip Logic Group	OE_Other F
<u> </u>	How long have you been employed by the VA?	Less than 1 year		Radio button, one-up vertical	Single	N		Years Empl
		1 - 2 years						
		3 - 5 years						
		6 - 10 years						
		11 - 15 years						
		16 - 20 year						
		21 - 25 years						
		Over 25 years						
3 V	What GS level are you currently classified?	GS 1-5			Single	N	Skip Logic Group	GS Level
		GS 6-10						
		GS 11-15						
		Prefer not to answer						
C V	Within what job family are you currently employed?	Acquisition		Radio button, one-up vertical	Single	Y	Skip Logic Group	Job Family
		Audiology and speech language pathology						
		Blind rehabilitation						
		Cemetery operations						
		Claims						
		Criminal investigator						
		Dietetics						
		Equal employment opportunity						
		Finance and accounting						
		Health systems administration						
		Human resources						
		Information technology						
		Kinesiotherapy						
		Loan guaranty				-		
		Management analyst						
		Medical supply						
		Nursing				-		
		Occupational therapy						
		Pharmacy						
		Physical therapy						
		Physician assistant						
		Psychology						
		Public affairs and communications						
		Radiology						
		Recreation and creative arts therapy						
		Social work						
		Vocational rehabilitation/VR&E						
		Don't know						
		Other	CC					
		Other				A NI	IChie Lewis Course	IOF Job Fo
	What other job family are you a part of?			Text area, no char limit		N	Skip Logic Group	
	What other job family are you a part of? Are you interested in or considering changing job families?	Yes		Lext area, no char limit Checkbox, one-up vertical	Single	N	Skip Logic Group	
		Yes No			Single			
D A		Yes			Single			OE_Job Far Change job Veteran Em

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		MyCareeratVA CUSTOM QUE	STION LIST					
Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
	When will you be discharged?	Less than 1 month						Discharge Estimat
		2-3 months						
		4-6 months						
		7-9 months						
		10 - 12 months Longer than 1 year						
		N/A						
		Other, please specify	FF					
FF	I will be discharged:			Text area, no char limit		N	Skip Logic Group	OE Discharge
	Are you currently employed?	Yes			Single		Skip Logic Group	Vet Employment S
		No						
	What <b>best</b> describes your primary reason for visiting MyCareeratVA today? (Select all that apply)	VA Career planning and development		Checkbox, one-up vertical	Multi	Y		Primary Reason
		Trying to find out what career track is right for me						
		Search jobs within the VA Continuing education and learning						
		Interested in relocating to another geographic location and maintaining						
		employment within the VA						
		Access my personal account						
		Create resume and/or use the resume builder						
		Interested in VA intership programs						
		Other, please specify	A				Chia Lagia Casua	OF Drimon Dava
Α	Please describe your primary reason for visiting the site today?			Text area, no char limit		N	Skip Logic Group	OE_Primary Reas
	Did you use the Career Mapping Tool during your visit today?	Yes	A,B		Single	Y	Skip Logic Group	Career Map Tool
			.,,2	Checkbox, one-up vertical	l		Chip Logio Croup	
		No	С					
		Don't remember/don't know what it is						
Α	Was this your first time using the Career Mapping Tool?	Yes			single	N		Career Map use
		No	AA			<u> </u>		
AA	About how often have you used the Career Mapping Tool?	1 - 2 times 3 - 5 time				N		Career Map Frequ
		More than 5 times						
В	How would you describe your experience using the Career Mapping tool?	Extremely easy to use		Radio button, one-up vertical	Single	N	Skip Logic Group	Career Map Difficu
		Very easy to use						
		Moderately easy to use						
		Easy, but experienced some difficulty	BB					
		Difficult to use	BB					
DD	What could be improved with the Career Mapping Tool to	Extremely difficulty to use	BB	Toyt groe no ober limit		N		
	improve your experience?			Text area, no char limit				OE_Career Map
	Why didn't you use the Career Mapping Tool today?	Don't know what it is Didn't have time during this visit Just browsing the site			Single	N	Skip Logic Group	Career Map no us
		I didn't understand how to use it						
	Did you use the Career Fit Tool during your visit today?	Other Yes	A,B	Checkbox, one-up vertical	Single	Y	Skip Logic Group	Career Fit Tool
	Bid you use the career neroor during your visit toudy?	No	С	encenbox, one up venical	Single		Ship Logic Gloup	
		Don't remember/don't know what it is						
A	Was this your first time using the Career Fit Tool?	Yes			Single	N	Skip Logic Group	Career Fit use
		No	AA					
AA	About how often have you used the Career Fit Tool?	1 - 2 times			Single	N		Career Fit Frequen
		3 - 5 time						
	How would you deparibe your experience using the Occess Fit	More than 5 times			Cingle	N	Skin Logio Croun	Corpor Fit Differ th
	How would you describe your experience using the Career Fit	Extremely easy to use		Radio button, one-up vertical	Single	N	Skip Logic Group	Career Fit Difficulty
	tool?	Very easy to use						
		Very easy to use						
		Very easy to use Moderately easy to use Easy, but experienced some difficulty	BB					

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your e C Why d D D D D D D D d you A Was th	t could be improved with the Career Fit Tool to improve experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	Answer Choices (limited to 50 characters) Extremely difficulty to use Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No	Skip to BB	Type (select from list) Text area, no char limit	Single or Multi Single	Required Y/N N N	Special Instructions	CQ Label OE_Career Fit Imp
Logic Label BB What your e C Why d Did yo Did yo A Was th	t could be improved with the Career Fit Tool to improve experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	(limited to 50 characters) Extremely difficulty to use Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No	BB		Multi	Ý/N N		OE_Career Fit Imp
Logic Label BB What your e C Why d Did yo Did yo A Was th	t could be improved with the Career Fit Tool to improve experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	(limited to 50 characters) Extremely difficulty to use Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No	BB		Multi	Ý/N N		OE_Career Fit Imp
Logic Label BB What your e C Why d Did yo Did yo A Was th	t could be improved with the Career Fit Tool to improve experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	(limited to 50 characters) Extremely difficulty to use Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No	BB		Multi	Ý/N N		OE_Career Fit Imp
Logic Label BB What your e C Why d Did yo Did yo A Was th	t could be improved with the Career Fit Tool to improve experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	(limited to 50 characters) Extremely difficulty to use Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No	BB		Multi	Ý/N N		OE_Career Fit Imp
Label BB What would be would b	t could be improved with the Career Fit Tool to improve experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	(limited to 50 characters) Extremely difficulty to use Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No	BB		Multi	Ý/N N		OE_Career Fit Imp
your e C Why d D D D D D D D d you A Was th	t could be improved with the Career Fit Tool to improve experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	Don't know what it is Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No		Text area, no char limit	Single		Skip Logic Group	
your e C Why d D D D D D D D d you A Was th	experience? didn't you use the Career Fit Tool today? you use the Career Guides during your visit today?	Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No	  	Text area, no char limit	Single		Skip Logic Group	
C Why d	didn't you use the Career Fit Tool today?	Didn't have time during this visit Just browsing the site I didn't understand how to use it Other Yes No			Single	N	Skip Logic Group	Como a Ek
A Was th	you use the Career Guides during your visit today?	Just browsing the site I didn't understand how to use it Other Yes No	A,B					Career Fit no use
A Was th	you use the Career Guides during your visit today?	I didn't understand how to use it Other Yes No	 					
A Was th	you use the Career Guides during your visit today?	Other Yes No	A,B					
A Was th	you use the Career Guides during your visit today?	Yes No	A,B					
A Was th	this your first time using the Career Guides?	No		Checkbox, one-up vertical	Single	Y	Skip Logic Group	Career GuidesTool
	this your first time using the Career Guides?		Ċ		×			
		Don't remember/don't know what it is						
AA About		Yes No	AA		Single	N	Skip Logic Group	Career Guides use
		1 - 2 times			Single	N		Career Guides Free
		3 - 5 time						
-		More than 5 times						
B How w Guides		Extremely easy to use		Radio button, one-up vertical	Single	N	Skip Logic Group	Career GuidesDiffic
		Very easy to use		radio button, one-up ventear				
		Moderately easy to use						
		Easy, but experienced some difficulty	BB					
		Difficult to use	BB					
BB What	t could be improved with the Career Guides to improve	Extremely difficulty to use	BB	Text area, no char limit		N		OE Career Guides
	experience?							-
C Why d		Don't know what they are			Single	N	Skip Logic Group	Career Guides no u
		Didn't have time during this visit Just browsing the site						
		I didn't understand how to use them						
		Other						
	you interact with any of these other sections of the site	Resume builder			Multi	Y		Other Sections
auring	ng your visit today? (Select all that apply)	Education and learning		Checkbox, one-up vertical	_			
		Video gallery						
		Military to civilian						
		Job finder						
		Internship programs FAQ						
		Resources for supervisors and other HR professionals						
		Other						
Were y	e you able to accomplish what you wanted to during your today?	Yes		Checkbox, one-up vertical	Single	Y	Skip Logic Group	Task Accomplishme
	-	No	A,B	one up venical				
		Partially	A,B					
A What s	t specifically were you trying to accomplish today?			Text area, no char limit		N	Skip Logic Group	OE_What unable
B Why w today?	were you unable to accomplish what you wanted to			Text area, no char limit		N	Skip Logic Group	OE_Why unable
		Yes			Single	Y		Homepage clarity
clear v	r where you needed to go to find what you were looking							
for tod	,			Checkbox, one-up vertical				
A What o	t could have improved your ability to find what you were	No	A	Text area, no char limit		N		OE Improve Home
	ing for from the homepage?							
How w	would you describe your navigation experience on the				Multi	Y		Navigation Experier
site to	today? (Select all that apply.)	I had no difficulty navigating this site		Checkbox, one-up vertical				
		Links often did not take me where I expected						
		Had difficulty finding relevant information Labels are difficult to understand						
		Too many navigational options to choose from						
		Had technical difficulties (error messages, broken links, etc.)						

3/1/2008

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

	/A	e - Please fill in; New Measure - DOT will fill in	<del>red &amp; strike-through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						
			MyCareeratVA CUSTOM QUESTION LIST						
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
			Afghanistan         Albania         Algeria         Andorra         Angola         Antigua and Barbuda         Argentina         Australia         Australia         Azerbaijan         Bahamas         Bangladesh         Barbados         Belgium         Belize         Benin		Drop down, select one	Single	Y		COUNTRY

	Ά	e - Please fill in; New Measure - DOT will fill in	r <del>ed &amp; strike through</del> : DELETE <i>underlined &amp; italicized</i> : RE-ORDER pink: ADDITION blue +>: REWORDING			
			MyCareeratVA CUSTOM QUESTION LIST			
QID	Skip Logic Label	Question Text What region do you live in?	Answer Choices (limited to 50 characters)	Skip to	Type (select from list) Drop down, select one	Single or Multi Single

Required	
Y/N	Special Instructions
Y	

## Holiday 2012 Custom Question Setup

## r<del>ed & strike through</del>: DELETE <u>underlined & italicized</u>: RE-ORDER

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

blue + -->: REWORDING

				CUSTOM QUESTION LIS			
QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
		Do you expect to spend more or less online	during the 2012 holiday	A lot more		Drop down, select one	Single
		season compared to 2011?					
				A little more			
				I expect to spend about the same amount as last year			
			Please use the	following guidelines:			
			- DO NOT MO	DIFY THE WORDING of the ANSWER CHOICES			
		Do you expect to spend more or less online season with <i>retailer.com</i> compared to 201.		ANSWER CHOICES OR DELETE ANSWER CHOICES		select one	Single
		Scason with retainer compared to 201		NGE ORDER OF ANSWER CHOICES, if you would like	answer cho	vice	
						nce	
			order changed	I, please request randomization			
			- DO NOT char	nge the CQ LABELS			
			- You may cha	nge your company name in the question which is his	ghlighted in	BLUE	
			-				
	A	Why do you expect to spend more online				ne-up vertical	Multi
		holiday season? (please select all that appl					
		noliday season? (please select all that appl					
		noliday season? (please select all that appl					
		noniday season? (piease select all that appl		Merchandise selection			
		nonday season? (please select all that appl		Merchandise selection Good return policy			
		nonday season? (please select all that appl					
		nonday season? (please select all that appl		Good return policy Online product prices Shipping costs			
		nonday season? (piease select all that appl		Good return policy Online product prices Shipping costs Availability of merchandise			
		noliday season? (please select all that appl		Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year			
				Good return policy Online product prices Shipping costs Availability of merchandise		Text out out on the limit	
		Other reason to spend more online:		Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify):		Text area, no char limit	Multi
	в		i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year		Text area, no char limit Checkbox, one-up vertical	Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify):			Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers)			Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy			Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise Poor merchandise selection Return policy I'm trying to save more and spend less			Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices	C		Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs	C		Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise	C		Multi
	B	Other reason to spend more online: Why do you expect to spend less online w	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year			Multi
		Other reason to spend more online: Why do you expect to spend less online w holiday season? (please select all that appl	i <b>th <i>retailer.com</i> this</b>	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise	C	Checkbox, one-up vertical	Multi
	В	Other reason to spend more online: Why do you expect to spend less online w holiday season? (please select all that appl Other reason to spend less online:	i <b>th <i>retailer.com</i> this</b> ly)	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify):		Checkbox, one-up vertical Text area, no char limit	
		Other reason to spend more online: Why do you expect to spend less online w holiday season? (please select all that appl	i <b>th <i>retailer.com</i> this</b> ly)	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year		Checkbox, one-up vertical	Multi
		Other reason to spend more online: Why do you expect to spend less online w holiday season? (please select all that appl Other reason to spend less online:	i <b>th <i>retailer.com</i> this</b> ly)	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify):		Checkbox, one-up vertical Text area, no char limit	
		Other reason to spend more online: Why do you expect to spend less online w holiday season? (please select all that appl Other reason to spend less online:	i <b>th <i>retailer.com</i> this</b> ly)	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify):		Checkbox, one-up vertical Text area, no char limit	
		Other reason to spend more online: Why do you expect to spend less online w holiday season? (please select all that appl Other reason to spend less online:	i <b>th <i>retailer.com</i> this</b> ly)	Good return policy Online product prices Shipping costs Availability of merchandise Better personal economic circumstances this year Other (please specify): Promotions were not appealing (\$ or % off offers) Quality of merchandise Poor merchandise selection Return policy I'm trying to save more and spend less Online product prices Shipping costs Poor availability of merchandise Worse personal economic circumstances this year Other (please specify):		Checkbox, one-up vertical Text area, no char limit	

## Holiday 2012 Custom Question Setup

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

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

blue + -->: REWORDING

	Skip					
	Logic		Answer Choices			Single or
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi
			I was browsing today to purchase at one of the store locations			
			I was browsing today to see what you have	_		
		What also did you do an rate/or com today?	Other (please specify):	Α	Taut and the data limit	
	A	What else did you do on <i>retailer.com</i> today?	Yes		Text area, no char limit Radio button, one-up vertical	Single
		Did you access (insert retailer's name here) mobile website,		A	Radio bullon, one-up vertical	Single
		or mobile shopping app while holiday shopping this year?		_		
			No	_		
	A	Why did you do so? (Please select all that apply.)	To compare different products		Checkbox, one-up vertical	Single
			To look up price information about a product		cheation, one up vertical	Cingic
			To look up product specifications			
			To view product reviews			
			To make a purchase			
			To find a store location			
			Another reason:	В	Text area, no char limit	
		Please specify the other reason you accessed the company's website or app from a mobile device:			Text area, no char limit	
			Yes		Radio button, one-up vertical	Single
		Have you ever used a <b>mobile device</b> to access <b>any</b>				
		retailer's website, mobile website, or mobile shopping app?	No. and I don't night to			-
			No, and I don't plan to No, but I might in the future			
			Not sure			
			I used my mobile device to access the Internet to research products (compare		Checkbox, one-up vertical	Multi
		Which of the following ways did you use your mobile	product details, look up prices, find store locations, etc.)	A	· ·	
		device this holiday season? (Please select all that apply.)				
			I made purchases online from my mobile device	Α		
			I used my mobile device to compare products or prices while I'm shopping in	A		
			person in a store			
			l used retailer-developed mobile shopping apps None of these	A		
	A		I accessed the store's website		Checkbox, one-up vertical	Multi
		How did you use your mobile device <b>while in retail stores</b> this holiday season? (Please select all that apply.)				
		in the new season: (newse select an that apply.)	l accessed a competitor's website			1
			Accessed a shopping comparison website (Shopzilla.com, Shopping.com)	_		
			I accessed the store's mobile shopping app			
			l accessed a competitor's mobile shopping app			
		Please think about your shopping preferences.	Research and <b>buy online</b> , have product delivered		Radio button, one-up vertical	Single
		In general which of the following is your professed wards to the for				Ĭ
		In general, which of the following is your <b>preferred way to shop</b> for the type of <b>product you researched or purchased today</b> ?				

		estion Setup CQ LABELS AS THEY ARE LABELED	r <del>ed &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER <u>BEL</u> pink: ADDITION blue +>: REWORDING			
			CUSTOM QUESTION	LIST		
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) Research and buy online, pick up in store Research in a catalog and call to order	Skip to	Type (select from list)	Single or Multi
			Research in a catalog and call to order Research online, call to order Research in a catalog and buy online Research online, buy in store Research in store, buy online Research and buy in store			

Required Y/N Y	Special Instructions	<b>CQ Label</b> H2012-Spend general
Y	Skip Logic Group	H2012-Spend retailer
Y	Skip Logic Group	H2012-Spend more
	Randomize	
V	Anchor Answer Choice	H2012-Spend more other
Y Y	Skip Logic Group	H2012-Spend less
	Randomize	
	Anchor Answer Choice	
Y	OPS Group	H2012-Spend less other H2012-task accomp
•	OF S Gloup	

Required Y/N	Special Instructions	CQ Label
	Anchor Answer Choice	
Y	OPS Group Skip Logic Group	H2012-task accomp other H2012-access mobile
ŗ	Skip Logic Group	FIZUIZ-ACCESS HIDDIE
Y	Skip Logic Group	H2012-why access mobile
	Randomize Anchor Answer Choice	H2012-access other
Y	Skip Logic Group	H2012-why access other
Y		H2012-mobile any
Y	Skip Logic Group	H2012-mobile use
	Exclusive Answer Choice	
Y	Skip Logic Group	H2012-mobile use store
Y	Randomize	H2012-shop preference
	1	1

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

		THE CQ LABELS AS THEY ARE LABELED BEL	<del>red &amp; strike through</del> : DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING				
			CUSTOM QUESTIO	ON LIST			
QID	Skip Logic Label	Question Text Do you expect to spend more or less online during the 2012 festive season compared to 2011?	Answer Choices (limited to 50 characters) A lot more	Skij	<b>Type (select from list)</b> Drop down, select one	Single or Multi Single	

De maine d	
Required Y/N	Special Instructions
Y	

Content, Media and Entertainment Questions Setup			red & strike-through: DELETE <u>underlined &amp; italicized</u> : RE-ORDER pink: ADDITION blue +>: REWORDING						FORESEE	•
			CUSTOM QUESTI	ON LIST						
QID (Group ID)	Skip Logic Label	Ouestion Text	Answer Choices (limited to 50 characters	5)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
(,		•		-1					Skip Logic Group	
		Which of the following phrases would you use to <b>describe</b> your experience with this website? (Select all that apply)	Provides enjoyment Makes me happier Inspires my life			Checkbox, one-up vertical	Multi	No	Randomize	CME - Phrase
			Challenges my thinking							
			Part of my routine							
			Visited daily	Please use the fo	llowing g	uidelines:				
			Helps me make better decisions			ORDING of the ANSW				
			Improves my life			HOICES OR DELETE A	NSWER CH	OICES		
			Makes me a better person	- DO NOT change	e the CQ	LABELS				
			Makes me closer to my community							
			Provides viewpoints from others							
			Gives opportunity to comment					1		_
			Lets me interact with others							
			Provides a social outlet for me							
			Keeps me informed							
			Enables discussions with others							
			Other, please specify		А				Anchor Answer Choice	
	A	Please provide any other phrases you would use to describe your experience with this website.				Text area, no char limit		No	Skip Logic Group	OE_CME Phrase
deneen.davis: DO NOT USE. FROM PHASE	THESE QUE	In the following section, please consider the <b>personal meaning of</b> with this brand's website. STIONS WERE please <b>describe the MEANING</b> of this				Text area, no char limit	Single	N		CME - Meaning
		In the space below, please <b>describe HOW YOU USE</b> the information you get, or the experience you have, with this website.				Text area, no char limit	Single	N		CME - Use
		In the space below, please <b>describe the most MEMORABLE</b> <b>MOMENT</b> you have had with this website.				Text area, no char limit	Single	N		CME - Memorable

-D0 - C NOTE - C - C - C - C - C - C - C - C - C - C	DO NOT MO DO NOT ADD DO NOT CHA noice order c DO NOT ADD OT person DO NOT char DO NOT char 20Documeni 20Daterials, o help clients n either inclu ith a blue ba	following guidelines: DIFY THE WORDING of the ANSWER CHOICES ANSWER CHOICES OR DELETE ANSWER CHOICES IN Anged, please request randomization //DELETE more than 2 ANSWER CHOICES IN F age the CQ LABELS FO ON RULES: https://myfsr.foreseeresults.cc ts/SIR%20Templates%20(Internal%20Use%20 (social%20Value%20Questions_TIP%20SHEET distinguish which Social Media sites respond de the follow-up open-ended question or the ckground). Please feel free to eliminate/add d question to meet your clients request.	ICES IN GREEN if you would like answer INK without speaking with a om/clients/SIR Only)/Social%20Value .docx ents are hearing about them : close ended question (below	ok, Twitter) - N	Skip to DATES (4 ew answ 4ySpace	er choice added: Onli	Single or Multi Single	Required Y/N Y d (Pintere ocial netw	Special Instructions Rank Group st) sorks (Facebook, Twitter,	CQ Label SV - Rank 1
			Internet advertising Don't know Other	verusnig					Anchor Answer Choice Anchor Answer Choice	
		Rank 2 (Optional)	Message or recommendation from a fr Video I saw on YouTube Internet blogs or discussion forums Advertising on social networks (Faceb Message directly from the company or Online Pinboard (Pinterest) Mobile phone text messages or alerts Instant Message from a friend or colle Familiarity with selecompany/frand Promotional emails) from the compan Search engine reads Word of mouth recommendation from TV, radio, newspaper, or magazine ad internet advertising Don't know	pok, Twitter) e a social network ague y y socreane I know		Drop down, select one	Single	N	Rank Group Adjust Template/Style Sheet Randomize Anchor Answer Choice Anchor Answer Choice	SV - Rank 2
		Rank 3 (Optional)	Message or recommendation from a fr Video I saw on You Tube Internet blogs or discussion forums Advertising on social networks (Faceb Message directly from the company or Online Prinboard (Pinterest) Mobile phone text messages or alerts Instant Message from a friend or colles Familiarity with stelcompany/brand Promotooal email(s) from the compan Search engine results Word of mouth recommendation from. Ty, radio. newspaper, or magazine ad Internet advertising Don't know Other	ook,Twitter) a a social network ague V V seemsone I know		Drop down, select one	Single	N	Rank Group Adjust Template/Style Sheet Randomize Anchor Answer Choice Anchor Answer Choice	SV - Rank 3

## Questions Below Are Optional, They Are Not Used In The Social Media Value Calculation.

	If you heard about this website from a social network, please specify the site (i.e. Facebook, Twitter)				N		SV - Other Social Network
				Text area, no char limit			
	If you heard about this website from a social network, please select which social network it was.	delicious		Radio button, one-up vertical	N	OPS Group	SV-Social Network
		digg					
		Facebook					
		Google+					
		Groupon	1			Randomize	
		LinkedIn					
		LivingSocial					
		MySpace	1				
		reddit	1				
		StumbleUpon	1				
		Twitter					
		YouTube					
		Other, please specify	A			Anchor Answer Choice	
A	If you heard about this website from a social network, please specify the site.			Text field, <100 char	N	OPS Group	SV - Other Social Network

	Instance Name:     red & strike through:     DELETE       Measure Name     underlined & italicized:     RE-ORDER       pink: ADDITION     pink: ADDITION       11/1/2011     blue +>: REWORDING					FORESEE				
	Fill-in Measure Name CUSTOM QUESTION LIST									
QID	Skip Logic Label	Question Text How likely are you to discourage others fro business with this company?	- DO NOT - DO NOT Contact G	Name		Single or Multi Single	Required Y/N Y	Special Instructions	CQ Label WordofMouthindex	

# **PUBLIC SECTOR OPTIONS**

How likely are you to discourage others from doing business with this agency/association/organization?	1 = Very Unlikely	Radio button, scale, no don't know	Single	Y		WordofMouthIndex
business with this agency/association/organization?			-			
	2					
	10 = Very Likely					
 How likely are you to discourage others from		Radio button, scale, no don't know	Single	Y		WordofMouthIndex
How likely are you to discourage others from interacting with this association/agency/organization?	I - Very Officery	Radio bullon, scale, no dont know	Siriyie			wordonwodthindex
5						
	2					
	3	8				
	4					
	E	5				
	6	5				
	7					
	8					
					1	1
	5					

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

Llow would you doooribe your povigation experience		
How would you describe your navigation experience		cc
on this site today? (Please select all that apply.)	li nad no di	fficulty navigating/brc
	Links ofter	did not take me wher
	Had difficu	Ity finding relevant inf
	Links/labe	s are difficult to under
		links/navigational opti
		cal difficulties (error m
	Could not	havigate back to previ
	I had a nav	vigation difficulty not lie
Other navigation difficulty:	Open-ende	d

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

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