

**Completer-Model questions utilize the ACSI methodology to determine scores and impacts**

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<b>Job Announcement</b> (1=Poor, 10=Excellent, Don't Know)	<b>Satisfaction</b> (1=Poor, 10=Excellent)	<b>Likelihood to Return</b> (=Not Very Likely, 10=Very Likely)
1 Please rate how well the job announcements <b>helped you understand the job duties.</b>	10 What is your <b>overall satisfaction</b> with this job application process?	13 How likely are you to <b>return to apply for a specific job at this agency in the future</b> ?
2 Please rate how well the job announcements <b>helped you understand the qualifications required for the position.</b>	11 How well does this job application process <b>meet your expectations?</b>	<b>Likelihood to Recommend</b> (1=Not Very Likely, 10=Very Likely)
3 Please rate how well the job announcements <b>provided answers to your questions.</b>	12 How does this job application process <b>compare to your idea of an ideal job application process?</b>	14 How likely are you to <b>recommend someone else apply for a job with this agency</b> ?

	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO02546		How long did it take you to finish your application?	Less than one hour 1-2 hours 3-4 hours More than four hours		Radio button, one-up vertical		
EDO02547		What documents were you required to submit for this position?	Resume only, no other documents A resume and an assessment questionnaire Other, please specify	A	Radio button, one-up vertical	Single	Y
EDO02548	A	Other documents submitted			Text area, no char limit		N
AED12560		How do you feel the Federal job application process compares to private sector job application processes?	Federal job application process is more cumbersome. Federal job application process is less cumbersome. Federal job application process and private sector job application process are about the same.		Radio button, two-up vertical	Single	Y
EDO02549		What is your number one reason for applying for this position with the Federal government? (Choose only one answer)	Salary Career advancement opportunities Interested in the location of the job A chance for public service (want to work for the Federal gov't) Interested in duties of the position Interested in working for this agency Flexible schedules, such as tele-work Other, please specify	A	Radio button, one-up vertical	Single	Y
EDO02550	A	Please tell us any other reasons you are interested in applying for this position.			Text area, no char limit		N
ACQOSI0002055		Do you know how to check the current status of your application?	Yes No		Drop down, select one	Single	Y
EDO02551		Are you currently employed?	Yes No		Drop down, select one	Single	Y
EDO02553		Have you ever worked for the Federal Government?	Yes, I currently work for the Federal government Yes, I have worked for the Federal government but currently do not No, I have never worked for the Federal government	B	Drop down, select one	Single	Y
EDO02556	B	If yes, what is the highest grade level position you have held with the Federal Government?	GS-1 or equivalent GS-2 or equivalent GS-3 or equivalent GS-4 or equivalent GS-5 or equivalent GS-6 or equivalent GS-7 or equivalent GS-8 or equivalent GS-9 or equivalent GS-10 or equivalent GS-11 or equivalent GS-12 or equivalent GS-13 or equivalent GS-14 or equivalent GS-15 or equivalent SES/SL/ST Don't know Other, please specify	A	Drop down, select one	Single	N
AED12561	A	Other highest grade level held			Text area, no char limit		N
EDO02557		How did you hear about this job?	I was notified via a USAJOBS automated search agent I routinely search USAJOBS College career service center Social media (Facebook, Twitter, etc.) I attended a recruitment event where I met with agency representatives Visited the agency website I was referred to the position by an employee of that agency Agency print ad		Radio button, one-up vertical	Multi	Y

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			Referred by an associate/friend				
			Found it on another job board or search agent other than USAJOBS				
			Other, please specify	A			
EDO02558	A	Other_hear about job	Other_hear about job		Text area, no char limit		
EDO02560		Have you <b>graduated college or obtained your degree</b> within the last two years?	Yes		Drop down, select one	Single	Y
			No				
EDO02561		What is the <b>highest level of education</b> you have attained?	High school diploma		Radio button, one-up vertical	Single	Y
			Some college				
			Technical or vocational degree				
			Associate Degree				
			Bachelor's degree				
			Master's degree				
			Advanced degree (Ph.D, JD, etc)				
			Other, please specify	A			
EDO02562	A	Other_level of education			Text area, no char limit		N
EDO02563		How many <b>years of experience</b> do you have in your <b>current</b>	0-2 Years		Radio button, one-up vertical		Y
			3-5 Years				

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EDO02558	A	Other hear about job	Other hear about job		Text area, no char limit		
EDO02560		Have you graduated college or obtained your degree within the last two years?	Yes No		Drop down, select one	Single	Y
EDO02561		What is the highest level of education you have attained?	High school diploma Some college Technical or vocational degree Associate Degree Bachelor's degree Master's degree Advanced degree (Ph.D, JD, etc) Other, please specify	A	Radio button, one-up vertical	Single	Y
EDO02562	A	Other level of education			Text area, no char limit		N
EDO02563		How many years of experience	0-2 Years 3-5 Years		Radio button, one-up vertical		Y

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EDO02556	<b>B</b>	If yes, <b>what is the highest grade level position</b> you have held with the Federal Government?	<b>G10</b> <b>G11</b> <b>G12</b> <b>G13</b> GS-1 or equivalent GS-2 or equivalent GS-3 or equivalent GS-4 or equivalent GS-5 or equivalent GS-6 or equivalent GS-7 or equivalent GS-8 or equivalent GS-9 or equivalent GS-10 or equivalent GS-11 or equivalent GS-12 or equivalent GS-13 or equivalent GS-14 or equivalent GS-15 or equivalent SES/SL/ST Don't know Other, please specify	<b>A</b>	Drop down, select one	Single	N
AED12561	<b>A</b>	Other highest grade level held			Text area, no char limit		N
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			I attended a recruitment event where I met with agency representatives				
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			I was referred to the position by an employee of that agency				
			Agency print ad				
			Referred by an associate/friend				
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