

Model Instance Name:

OPM Job Search

MID: bKPFCluA60C5JG4p29fn8w==

Date: 1/18/2010

Model questions utilize the ACSI methodology to determine scores and impacts

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)
1	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 ?
2	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)
3	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)			
4	Please rate the clarity of the job descriptions on this site.		
5	Please rate the level of detail provided for each job description on this site.		
6	Please rate the relevancy of the information provided for each job description on this site.		
Job Search (1=Poor, 10=Excellent, Don't Know)			
7	Please rate the usefulness of job listings on this site.		
8	Please rate the amount of applicable job listings on this site.		
9	Please rate the organization of job listings on this site.		
10	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)			
11	Please rate the ease of reading this site.		
12	Please rate the clarity of site organization.		
13	Please rate the clean layout of this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)			
14	Please rate the degree to which the number of steps it took to get where you want is acceptable.		
15	Please rate the ability to find information you want on this site.		
16	Please rate the clarity of site map/directory.		
17	Please rate the ease of navigation on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)			
18	Please rate the speed of loading the page on this site.		
19	Please rate the consistency of speed on this site.		
20	Please rate the reliability of site performance on this site.		

Model Instance Name:

USAJOBS v2

MID: NEW

Date: 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.	17	Satisfaction - Overall
				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.	18	Satisfaction - Expectations
				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.	19	Satisfaction - Ideal
				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
		Look and Feel (1=Poor, 10=Excellent, Don't Know)		
7	Look and Feel - Appeal	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.		
		Job Descriptions (1=Poor, 10=Excellent, Don't Know)		
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 .		
		Job Search (1=Poor, 10=Excellent, Don't Know)		
13	Job Search - Results Relevance	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.		

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pink: ADDITION

blue + --> REWORDING

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
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	A E, F E, F E, F E, F E, F	Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQLiv0005802	A	Did you create a USAJOBS account during your visit?	Yes No Not Sure	B	Radio button, one-up vertical	Single	Y	
ACQLiv0005803	B	Did you have any difficulty setting up the account?	Yes No Not Sure	C	Radio button, one-up vertical	Single	Y	
ACQLiv0005787	C	Which of the following difficulties did you encounter while creating an account?	Account creation timed-out Difficulty with username and/or password creation Difficulty with email address Other	D	Radio button, one-up vertical	Single	Y	
ACQLiv0005788	D	What difficulty did you have while creating an account?			Text area, no char limit		N	
ACQCol0007877	E	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 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		Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQCol0007878	F	Please tell us what you think of the new USAJOBS site:			Text area, no char limit	Single	N	Skip Logic Group
MAD0047422		When you visit websites, do you typically use basic or advanced search?	Basic Advanced Both equally	J, L K, L L	Radio button, one-up vertical	Single	Yes	Skip Logic Group
MAD0047409	J	Why do you prefer basic search?			Text area, no char limit		No	Skip Logic Group
MAD0047408	K	Why do you prefer advanced search?			Text area, no char limit		No	Skip Logic Group
MAD0047423	L	How often do you use USAJOBS advanced search?	First time using advance search Each visit On approximately half of my visits On less than 25% of my visits Never	S M M M	Radio button, one-up vertical	Single	Yes	Skip Logic Group
MAD0047410	S	What is your first impression of the advanced search page?	Looks easy to use Looks difficult	U T, U	Radio button, one-up vertical	Single	Yes	Skip Logic Group
MAD0047416	T	What seems difficult to use?			Text area, no char limit		No	Skip Logic Group
MAD0047415	U	Which of these advanced search features do you use most often on USAJOBS? (multi-select up to 3)	Keyword Salary or Pay Grade Occupational Series or Job Category Location Department and Agency Type of Work or Work Schedule		Checkbox, one-up vertical	Multi	Yes	Skip Logic Group

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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
			Posting Options					
MAD0047411	M	Have you noticed that the advanced search has a new look and feel?	Yes	O	Radio button, one-up vertical	Single	Yes	Skip Logic Group
			No	S1				
MAD0047389	S1	What is your first impression of the advanced search page?	Looks easy to use	U1	Radio button, one-up vertical	Single	Yes	Skip Logic Group
			Looks difficult	T1 U1				
MAD0047391	T1	What seems difficult to use?			Text area, no char limit		No	Skip Logic Group
MAD0047390	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 Logic Group
			Salary or Pay Grade					
			Occupational Series or Job Category					
			Location					
			Department and Agency					
			Type of Work or Work Schedule					
			Posting Options					
MAD0047412	O	Do you prefer the old or new advanced search look and feel?	Old	P, S2	Radio button, one-up vertical	Single	Yes	Skip Logic Group
			New	Z, S2				
			No preference	S2				
MAD0047414	P	Why do you prefer the old advanced search look and feel?			Text area, no char limit		No	Skip Logic Group
MAD0047413	Z	Why do you prefer the new advanced search look and feel?			Text area, no char limit		No	Skip Logic Group
MAD0047432	S2	What is your first impression of the advanced search page?	Looks easy to use	U2	Radio button, one-up vertical	Single	Yes	Skip Logic Group
			Looks difficult	T2, U2				
MAD0047434	T2	What seems difficult to use?			Text area, no char limit		No	Skip Logic Group
MAD0047433	U2	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					
			Posting Options					
MAD0047435		How would you rate the search functionality on USAJOBS?	Very helpful		Radio button, one-up vertical	Single	Yes	
			Somewhat helpful					
			Fair					
			Somewhat unhelpful					
			Very unhelpful					
MAD0047436		Do you have any recommendations to improve the search tool?			Text area, no char limit		No	
CWS01211		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 Group

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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
			My Account Resource Center Individuals with Disabilities Veterans Students and Recent Graduates Senior Executives FAQs Tutorials Spotlights Other (please specify)	Q				
CWS01212	Q	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
ACQLiv0005789		Were you able to find what you were looking for on USAJOBS.gov?	Yes No Not Yet	G	Radio button, one-up vertical	Single	Y	
ACQLiv0005790	G	What were you unable to find on USAJOBS.gov?	A specific job Jobs I qualify for Jobs that were relevant to my search Information about how to apply Other	H	Radio button, one-up vertical	Single	Y	
ACQLiv0005804	H	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template Randomize
EDO10552		Rank 2 (Optional)	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 Search engine results Word of mouth recommendation from someone I know (family, friend, etc.) TV, radio, newspaper, or magazine advertising		Drop down, select one	Single	Y	Rank Group Adjust Template Randomize

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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
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	A E, F E, F E, F E, F E, F	Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQLiv0005802	A	Did you create a USAJOBS account during your visit?	Yes No Not Sure	B	Radio button, one-up vertical	Single	Y	
ACQLiv0005803	B	Did you have any difficulty setting up the account?	Yes No Not Sure	C	Radio button, one-up vertical	Single	Y	
ACQLiv0005787	C	Which of the following difficulties did you encounter while creating an account?	Account creation timed-out Difficulty with username and/or password creation Difficulty with email address Other	D	Radio button, one-up vertical	Single	Y	
ACQLiv0005788	D	What difficulty did you have while creating an account?			Text area, no char limit		N	
ACQCoI0007877	E	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 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		Radio button, one-up vertical	Single	Y	Skip Logic Group
ACQCoI0007878	F	Please tell us what you think of the new USAJOBS site:			Text area, no char limit	Single	N	Skip Logic Group
NEW		When you visit websites, do you typically use basic or advanced search?	Basic Advanced Both equally	J, L K, L L	Radio button, one-up vertical	Single	Yes	Skip Logic Group
NEW	J	Why do you prefer basic search?			Text area, no char limit		No	Skip Logic Group
NEW	K	Why do you prefer advanced search?			Text area, no char limit		No	Skip Logic Group
NEW	L	How often do you use USAJOBS advanced search?	First time using advance search Each visit On approximately half of my visits On less than 25% of my visits Never	S M M M	Radio button, one-up vertical	Single	Yes	Skip Logic Group
NEW	M	Have you noticed that the advanced search has a new look and feel?	Yes No	O S	Radio button, one-up vertical	Single	Yes	Skip Logic Group
NEW	O	Do you prefer the old or new advanced search look and feel?	Old New No preference	P, S Z, S S	Radio button, one-up vertical	Single	Yes	Skip Logic Group
NEW	P	Why do you prefer the old advanced search look and feel?			Text area, no char limit		No	Skip Logic Group
NEW	Z	Why do you prefer the new advanced search look and feel?			Text area, no char limit		No	Skip Logic Group
NEW	S	What is your first impression of the advanced search page?	Looks easy to use Looks difficult	U T, U	Radio button, one-up vertical	Single	Yes	Skip Logic Group
NEW	T	What seems difficult to use?			Text area, no char limit		No	Skip Logic Group
NEW	U	Which of these advanced search features do you use most often on USAJOBS? (multi-select up to 3)	Keyword Salary or Pay Grade		Checkbox, one-up vertical	Multi	Yes	Skip Logic Group

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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
			Occupational Series or Job Category Location Department and Agency Type of Work or Work Schedule Posting Options					
NEW		How would you rate the search functionality on USAJOBS?	Very helpful Somewhat helpful Fair Somewhat unhelpful Very unhelpful		Radio button, one-up vertical	Single	Yes	Skip Logic Group
NEW		Do you have any recommendations to improve the search tool?			Text area, no char limit		No	Skip Logic Group
CWS01211		Which of the following site services , if any, did you use today? (Select all that apply)	Search Jobs My Account Resource Center Individuals with Disabilities Veterans Students and Recent Graduates Senior Executives FAQs Tutorials Spotlights Other (please specify)	N Q	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
CWS01212	Q	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
MAG0090	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- 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:-		Radio button, one-up vertical	Single	Y	Skip Logic Group
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 USAJOBS.gov?	Yes No Not Yet	G	Radio button, one-up vertical	Single	Y	
ACQLiv0005790	G	What were you unable to find on USAJOBS.gov?	A specific job Jobs I qualify for Jobs that were relevant to my search Information about how to apply Other	H	Radio button, one-up vertical	Single	Y	
ACQLiv0005804	H	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)		Drop down, select one	Single	Y	Rank Group Adjust Template Randomize

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			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 Anchor Answer
EDO10552		Rank 2 (Optional)	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template Randomize Anchor Answer Anchor Answer
EDO10553		Rank 3 (Optional)	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template Randomize Anchor Answer Anchor Answer

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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
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		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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ACQLiv0005790	A	What were you unable to find on USAJOBS.gov?	A specific job Jobs I qualify for Jobs that were relevant to my search Information about how to apply Other	B	Radio button, one-up vertical	Single	Y	
ACQLiv0005804	B	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize Anchor Answer Choice Anchor Answer Choice
EDO10552		Rank 2 (Optional)	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize Anchor Answer Choice Anchor Answer Choice
EDO10553		Rank 3 (Optional)	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/Style Randomize

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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
			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
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					
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 Instructions
235		How frequently do you visit this site?	First time	A E, F E, F E, F E, F E, F	Radio button, one-up vertical	Single	Y	Skip Logic Group
			More than once a day					
			Daily					
			About once a week					
			About once a month					
			Every 6 months or less					
E		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	Single	Y	Skip Logic Group
			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	A	Did you create a USAJOBS account during your visit?	Yes No Not Sure	B	Radio button, one-up vertical	Single	Y	
ACQLiv0005803	B	Did you have any difficulty setting up the account?	Yes No Not Sure	C	Radio button, one-up vertical	Single	Y	
ACQLiv0005787	C	Which of the following difficulties did you encounter while creating an account?	Account creation timed-out	D	Radio button, one-up vertical	Single	Y	
			Difficulty with username and/or password creation					
			Difficulty with email address					
			Other					
ACQLiv0005788	D	What difficulty did you have while creating an account?			Text area, no char limit		N	
CWS01211		Which of the following site services, if any, did you use today? (Select all that apply)	Search Jobs	B C	Checkbox, one-up vertical	Multi	Y	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)								
CWS01212	C	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
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	D	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:					
			AKR0858					
ACQLiv0005789		Were you able to find what you were looking for on USAJOBS.gov?	Yes	A	Radio button, one-up vertical	Single	Y	
			No					
			Not Yet					
ACQLiv0005790	A	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					

Model Instance Name:
 OPM Job Search
 MID: bKPFCluA60C5JG4p29fn8w==
 Date: 1/18/2010

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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
			Information about how to apply Other	B				
ACQLiv0005804	B	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize Anchor Answer Choice Anchor Answer Choice
EDO10552		Rank 2 (Optional)	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize Anchor Answer Choice Anchor Answer Choice
EDO10553		Rank 3 (Optional)	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 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?"		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize

Model Instance Name:

OPM Job Search

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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
			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)			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					
3876		What improvements , if any, would you make to this site?			Text area, no char limit		N	

Model Instance Name:
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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
			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 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					Adjust Template/Style Randomize
EDO10552		Rank 2 (Optional)	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize
EDO10553		Rank 3 (Optional)	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize

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OPM Job Search

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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
			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 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	

Model Instance Name:

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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
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		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)	B	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
CWS01212	C	Specifically, what other site services did you use today?		C	Text area, no char limit		N	Skip Logic Group
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 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:		Radio button, one-up vertical	Single	Y	Skip Logic Group
AKR0858	D	Other, search feature		D	Text area, no char limit		N	Skip Logic Group

Model Instance Name:

OPM Job Search

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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)		Radio button, one-up vertical	Single	Y	OPS Group
GWS01213	A	Other (hear about site)		A	Text field, <100 char	Single	N	OPS Group
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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize Anchor Answer Choice Anchor Answer Choice
EDO10552		Rank 2 (Optional)	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 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		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize Anchor Answer Choice Anchor Answer Choice
EDO10553		Rank 3 (Optional)	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)		Drop down, select one	Single	Y	Rank Group Adjust Template/Style Randomize

Model Instance Name:

OPM Job Search

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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
			<p>Message directly from the organization/agency on a social network</p> <p>Mobile phone text messages or alerts</p> <p>Instant Message from a friend or colleague</p> <p>Familiarity with site/organization/brand</p> <p>Promotional email(s) from the organization/agency</p> <p>Search engine results</p> <p>Word of mouth recommendation from someone I know (family, friend, etc.)</p> <p>TV, radio, newspaper, or magazine advertising</p> <p>OPM Advertisement - "What did you do at your job today?"</p> <p>Federal Agency Human Resources Office</p> <p>USA.gov</p> <p>OPM Sponsored Job Fair</p> <p>OPM Veterans Employment Materials</p> <p>Placement/Transition Center</p> <p>Don't know</p> <p>Other</p>					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)			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					
3876		What improvements , if any, would you make to this site?			Text area, no char limit		N	

Model Instance Name:

OPM Job Search

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Date: 1/18/2010

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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)		Radio button, one-up vertical	Single	Y	OPS Group
CWS01213	A	Other (hear about site)		A	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		What improvements , if any, would you make to this site?			Text area, no char limit		N	

Model Instance Name:

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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)		Radio button, one-up vertical	Single	Y	OPS Group
CWS01213	A	Other (hear about site)		A	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		What improvements , if any, would you make to this site?			Text area, no char limit		N	

Model Instance Name:

OPM Job Search

MID: bKPFCluA60C5JG4p29fn8w==

Date: 1/18/2010

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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
		Please give us your impression of the recent redesign to the USAJobs site (Select all that apply)	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 Other (please specify)		Radio button, one-up vertical	Single	Y	Skip Logic Group
	A	Specifically, what is your impression of the recent redesign?		A	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)		Radio button, one-up vertical	Single	Y	Skip Logic Group
	A	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		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)	B C	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
CWS01212	C	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
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 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:		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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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)		Radio button, one-up vertical	Single	Y	OPS Group
CWS01213	A	Other (hear about site)		A	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		What improvements , if any, would you make to this site?			Text area, no char limit		N	

Model Instance Name:

OPM Job Search

MID: bKPFCluAG0C5JG4p29fn8w==

Date: 3/1/2008

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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
2926		What is your overall satisfaction with the Federal employment application process?	1-10 scale		Radio button, scale, has don't k	Single	Y	
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)	B C	Checkbox, one-up vertical	Multi	Y	Skip Logic Group
NEW	C	Specifically, what other site services did you use today?			Text area, no char limit		N	Skip Logic Group
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 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:		Radio button, one-up vertical	Single	Y	Skip Logic Group
AKR0858	D	Other, search feature			Text area, no char limit		N	Skip Logic Group
AMAG0089		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	Y	
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	A	Checkbox, one-up vertical	Multi	Y	OPS Group
AKR0857	A	Other, please specify			Text area, no char limit		N	OPS Group

Model Instance Name:

OPM Job Search

MID: bKPFCluA60C5JG4p29fn8w==

Date: 3/1/2008

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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)		Radio button, one-up vertical	Single	Y	OPS Group
NEW	A	Other (hear about site)		A	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		What improvements , if any, would you make to this site?			Text area, no char limit		N	

Types

Text field, <100 char

Text area, no char limit

Drop down, select one

Radio button, one-up vertical

Radio button, two-up vertical

Radio button, three-up vertical

Radio button, scale, has don't know

Radio button, scale, no don't know

Checkbox, one-up vertical

Checkbox, two-up vertical

Checkbox, three-up vertical

Instructions

Randomize

Shared

OPS Group

Matrix Group

Rank Group

Comparative Matrix Group

Skip Logic Group

Multiple Lists Group