

Model Instance Name:
 Onboarding Manager
 MID: FAUwVpk8lZxJBB1x9YQQZQ4C
 Date: 8/06/2013



Welcome and Thank You Text

Directions:
 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 using Onboarding Manager. 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.

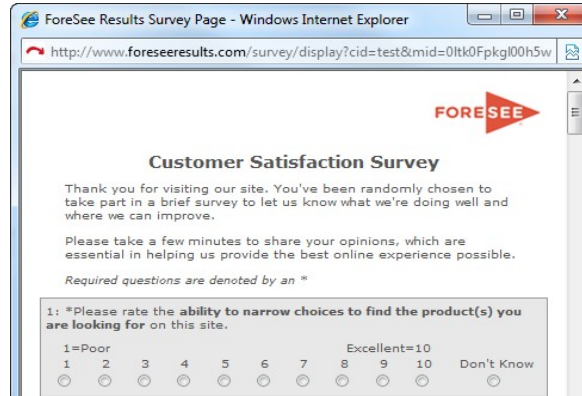
Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

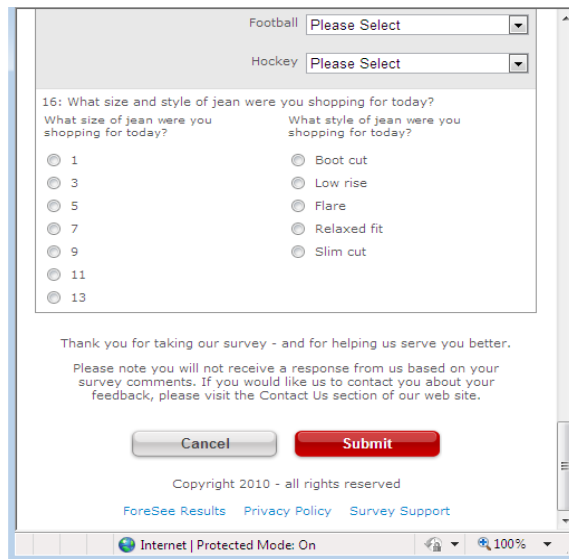
Thank you for taking our survey - and for helping us serve you better.

Examples

Welcome Text Example



Thank You Text Example



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Partitioned? No

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

Date: 8/06/2013

Element rotation scheme has been added



Onboarding Manager

MQ Label		ELEMENTS (drivers of satisfaction)	MQ Label	SATISFACTION	MQ Label	FUTURE BEHAVIORS
		Support Information (1=Poor, 10=Excellent, Don't Know)	13	Satisfaction - Overall What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)		Use Web Channel Over Others (1=Very Unlikely, 10=Very Likely)
1	Support Information - Thoroughness	If you needed any assistance during your visit today, please rate the thoroughness of support information on this site.	14	Satisfaction - Expectations How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)	16	Use Web Channel Over Others After today's website visit, how likely are you to use this site rather than seeking other ways in which to submit your information?
2	Support Information - Understandable	If you needed any assistance during your visit today, please rate how understandable the support information is on this site.	15	Satisfaction - Ideal How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)		Call (1=Very Unlikely, 10=Very Likely)
3	Support Information - Answers	If you needed any assistance during your visit today, please rate how well the support information provides answers to your questions .			17	Call After today's website visit, how likely are you to call the help-desk HR contact regarding the forms you completed or documents you submitted ?
		Navigation (1=Poor, 10=Excellent, Don't Know)				Recommend (1=Very Unlikely, 10=Very Likely)
4	Navigation - Organized	Please rate how well the site is organized .			18	Recommend After today's website visit, how likely are you to recommend this site to someone else who needs to submit information before starting a federal job?
5	Navigation - Options	Please rate the options available for navigating this site.				
6	Navigation - Layout	Please rate how well the site layout helps you find what you are looking for .				
		Site Performance (1=Poor, 10=Excellent, Don't Know)				
7	Site Performance - Loading	Please rate how quickly pages load on this site.				
8	Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.				
9	Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.				
		Functionality (1=Poor, 10=Excellent, Don't Know)				
10	Functionality - Usefulness	Please rate the usefulness of the website tools provided on this site.				
11	Functionality - Convenient	Please rate the convenient placement of the website tools on this site.				
12	Functionality - Variety	Please rate the variety of website tools on this site.				

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Onboarding Manager CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
LNH6870		Is today your first visit to the Onboarding Manager website?	Yes No	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	First Visit
LNH6871	A	Please indicate why you had to return to the system:	I ran out of time on my last visit I had to gather additional personal information to complete the forms I was assigned more forms to complete The forms required additional signatures Some forms could not be signed until after my start date I made benefits and/or beneficiary elections after my start date I needed to upload documents I needed to update the status of a task The website was not working last time Other	Q R	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Reason For Return
CAS0061015	R	Please explain briefly.			Text area, no char limit		No	Skip Logic Group*	Explain Other Reason For Return
CAS0060973	Q	Please explain briefly what it was about the website that was not working during your last visit. Please be specific.			Text area, no char limit		No	Skip Logic Group*	What Not Working Last Time
LNH6872		Did you complete a form on today's visit?	Yes No	B	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Complete Form
LNH6873	B	How was your experience with completing a form today?	No problems at all I ran into a little trouble	C, D	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Completing Experience
LNH6874	C	Please explain the trouble you experienced with completing a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Completing
LNH6875	D	What form was it?	It was: I'm not sure	E	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	What Form
LNH6876	E	Please indicate the form so we can make improvements.			Text area, no char limit		No	Skip Logic Group*	Name of Form
LNH6877		Did you electronically sign a form on today's visit?	Yes No	F	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Sign Form
LNH6878	F	How was your experience with signing a form today?	No problems at all I ran into a little trouble	G	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Signing Experience
LNH6879	G	Please explain the trouble you experienced with signing a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Signing
LNH6880		Did you submit any forms today?	Yes No	H	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Submit Form
	H	How was your experience with submitting a form today?	No problems at all I ran into a little trouble	I	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Submitting Experience
	I	Please explain the trouble you experienced with submitting a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Submitting
LNH6882		Did you upload any documents on today's visit?	Yes No	J	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Upload Document
LNH6883	J	How was your experience with uploading a document today?	No problems at all I ran into a little trouble	K, L	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Upload Experience
LNH6884	K	Please explain the trouble you experienced with uploading a document.			Text area, no char limit		No	Skip Logic Group*	Upload Trouble
LNH6885	L	What document was it?	It was: I'm not sure	M	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	What Document
LNH6886	M	Please indicate the document so we can make improvements.			Text area, no char limit		No	Skip Logic Group*	Name of Document
LNH6887		From what you can tell so far, will you need to return to Onboarding Manager to fill out and/or submit any additional paperwork or forms prior to beginning your new assignment?	Yes No Not sure	N	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Need to Return
LNH6888	N	Please indicate why you will need to return:	I don't have enough time today I have to gather additional personal information to complete the forms I will be assigned more forms to complete The forms require additional signatures		Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Why Need To Return

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			Some forms cannot be signed until after my start date	P O					
			I will need to make benefits and/or beneficiary elections after my start date						
			I will need to upload documents						
			I will need to update the status of a task						
			The website is not working						
			Other						
CAS0060974	O	Please explain briefly why you will need to return.			Text area, no char limit		No	Skip Logic Group*	Explain Why Need to Return
CAS0060975	P	Please explain briefly what specifically about the website is not working today.			Text area, no char limit		No	Skip Logic Group*	What Not Working Today
LNH6889		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		Radio button, one-up vertical	Single	Yes		Work For Gov
LNH6890		Do you use a computer daily in your current job?	Yes No I'm not currently working		Radio button, one-up vertical	Single	Yes		Use Computer
LNH6891		What one change would most improve your experience in using Onboarding Manager?			Text area, no char limit		No		One Change
Customer Passed Parameters From Onboarding Manager									
		Grade Series Location Agency Position CPDF							
Customer Passed Parameters Collected Automatically									
		Browser Operating System Pages viewed Flash version Referring URL							

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NEW	R	Please explain briefly.			Text area, no char limit		No	Skip Logic Group*	Explain Other Reason For Return
NEW	Q	Please explain briefly what it was about the website that was not working during your last visit. Please be specific.			Text area, no char limit		No	Skip Logic Group*	What Not Working Last Time
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		Grade Series Location Agency Position CPDF							
Customer Passed Parameters Collected Automatically									
		Browser Operating System Pages viewed Flash version Referring URL							

Base Element Order	Version 2	Version 3
Support Information	Functionality	Site Performance
Navigation	Site Performance	Support Information
Site Performance	Navigation	Functionality
Functionality	Support Information	Navigation

Support Information	Functionality	Site Performance
Navigation	Site Performance	Support Information
Site Performance	Navigation	Functionality
Functionality	Support Information	Navigation

Version 4

Navigation

Functionality

Support Information

Site Performance

Navigation

Functionality

Support Information

Site Performance