Welcome and Thank You Text

Welcome Text

Thank you for using USA Staffing onboarding. 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.

USA Staffing
Great Government Starts Here®

FORESEE
by **Answers**

Customer Satisfaction Survey

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

Cancel   Submit

Model Name	**Onboarding CAU**
Model ID	**(MID)**
Partitioned	**No**
Date	**10/9/2015**

Red & Strike-Through: Delete
Underlined & Italicized: Re-order
Pink: Addition
Blue: Reword

FORESEE by Answers

	Label	Element Questions		Label	Satisfaction Questions		Label	Future Behaviors
		Site Performance (1=Poor, 10=Excellent, Don't Know)			**Satisfaction**			**Use Web Channel Over Others** *(1=Very Unlikely, 10=Very Likely)*
1	Site Performance - Loading	Please rate how **quickly pages load** on this site.	10	Satisfaction - Overall	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	13	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	Site Performance - Consistency	Please rate the **consistency of speed from page to page** on this site.	11	Satisfaction - Expectations	How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*			**Call** *(1=Very Unlikely, 10=Very Likely)*
3	Site Performance - Completeness	Please rate how **completely the page content loads** on this site.	12	Satisfaction - Ideal	How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	14	Call	After today's website visit, how likely are you to **call the 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 this site is organized**.				15	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 need**.						
		Task Process (1=Poor, 10=Excellent, Don't Know)						
7	Task Process - Time	Please rate the **time it takes to complete task(s)** on this site.						
8	Task Process - Procedures	Please rate the **procedures** to accomplish tasks on this site.						
9	Task Process - Efficiency	Please rate the **number of steps needed** to complete task(s) on this site.						

Model Name	Onboarding CAU
Model ID	(MID)
Partitioned	No
Date	4/4/2016

Red & Strike-Through: Delete
Underlined & Italicized: Re-order
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Blue: Reword

9 top level CQs
9 Min Path CQs
30 Max Path CQs

QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label	
		Did you **require assistance** during your visit today?	Yes	Y	Yes	Radio button, one-up vertical	Skip Logic Group*	Support Assistance	
			No						
	Y	Please rate the **thoroughness of support information** on this site.	1 - Not at all thorough		Yes	Radio button, scale, no don't know	Skip Logic Group*	Support Info Thorough	Added anchors to first three ranking ques
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			Very thorough - 10						
	Y	Please rate how **understandable the support information is** on this site.	1 - Not understandable		Yes	Radio button, scale, no don't know	Skip Logic Group*	Support Info Understandable	
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			Very understandable - 10						
	Y	Please rate how well the **support information provides answers** to your questions.	1 - Not at all well		Yes	Radio button, scale, no don't know	Skip Logic Group*	Support Info Answers Qs	
			2						
			3						
			4						
			5						
			6						
			7						
			8						
			9						
			Very well - 10						
		Is today your first visit to the USA Staffing onboarding website?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*	First Visit	
			No						
		How was your experience completing the new hire questionnaire?	No problems at all		Yes	Radio button, one-up vertical	Skip Logic Group*	Submission Experience	
			I ran into a little trouble	T					
	T	Please explain the trouble you experienced while completing the new hire questionnaire.			No	Text area, no char limit	Skip Logic Group*	Submission Trouble OE	
		Did you complete a form on today's visit?	Yes	B	Yes	Radio button, one-up vertical	Skip Logic Group*	Complete Form	
			No						
	B	How was your experience with completing a form today?	No problems at all		Yes	Radio button, one-up vertical	Skip Logic Group*	Complete Form Experience	
			I ran into a little trouble	C, D					

		Question	Answer						Notes
	C	Do you recall which form you needed to complete?	Yes	E	Yes	Radio button, one-up vertical	Skip Logic Group*	Complete Form Which One	
			I'm not sure						
	E	Please tell us which form it was, so we can make improvements.			No	Text area, no char limit	Skip Logic Group*	Complete Form Name	
	D	Please explain the trouble you experienced completing a form.			No	Text area, no char limit	Skip Logic Group*	Complete Form Issues OE	
		Did you submit any forms today?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*	Submission - Form	
			No						
		Did you upload any documents on today's visit?	Yes	J	Yes	Radio button, one-up vertical	Skip Logic Group*	Upload Document	
			No						
	J	How was your experience uploading a document today?	No problems at all		Yes	Radio button, one-up vertical	Skip Logic Group*	Upload Experience	
			I ran into a little trouble	K, L					
	K	Do you recall which document you had trouble uploading?	Yes	M	Yes	Radio button, one-up vertical	Skip Logic Group*	Document	
			I'm not sure						
	M	Please tell us which document it was, so we can make improvements.			No	Text area, no char limit	Skip Logic Group*	Document Name	
	L	Please explain the trouble you experienced uploading a document.			No	Text area, no char limit	Skip Logic Group*	Document Upload Trouble OE	
		Please tell us if you had difficulty with any areas of the system that did not include the questionnaire, forms, or documents. Please be specific.			No	Text area, no char limit	Skip Logic Group*	Difficulties Other	
		Were you able to contact the agency HR representative if you had questions or needed assistance?	Yes	A	Yes	Radio button, one-up vertical	Skip Logic Group*	Contact HR Rep	
			No	B					
			I did not need to contact an agency HR representative						Added answer option - need an "out"
	A	Were they able to resolve your issue?	Yes		Yes	Radio button, one-up vertical	Skip Logic Group*	Contact Issue Resolved	
			No	C					
	C	Why were they not able to resolve your issue?			No	Text area, no char limit	Skip Logic Group*	Contact Issue NOT Resolved OE	
	B	What prevented you from contacting an agency HR representative?			No	Text area, no char limit	Skip Logic Group*	Contact HR Rep Difficulty OE	Added follow-up question for those who w
		Have you ever worked for the Federal Government?	Yes, I currently work for the Federal government		Yes	Radio button, one-up vertical		Work For Gov	
			Yes, I have worked for the Federal government but currently do not						
			No, I have never worked for the Federal government						
		Do you use a computer daily in your current job?	Yes		Yes	Radio button, one-up vertical		Use Computer	
			No						
			I'm not currently working						
		What one change would most improve your experience using the USA Staffing onboarding website?			No	Text area, no char limit		One Change	

tions.

eren't able to contact.

Legacy CPP List

	CPP
OM	sel_customer
OM	sel_grade
OM	sel_office
OM	sel_org
OM	sel_payplan
OM	sel_series
default	browser
default	browser_name
default	browser_version
default	flash
default	locale
default	os
default	pv
default	ref_url
default	referrer
default	sessionid
default	sid
default	site
default	survey_presentation
default	trigger_version
default	url
default	wurfl_id

Data Example

National Institutes of Health   Added - DJ

12
National Institutes of Health
HHS - National Institutes of Health
GS
0301
Explorer 11
Explorer
11
19.0
en
Windows
47
https://onboarding.usastaffing.gov/Default.aspx
onboarding.usastaffing.gov
d337403-108897331-a4e7-84d5-ab615
browse-en
usastaffing.gov
desktop
16.1.2
https://onboarding.usastaffing.gov/Selectee/ExternalDocuments.aspx
msie_11