

Survey Invitation

This is the standard survey invitation. Default text is included. If you would like to modify this text please check with your analyst/client manager.

Welcome and Thank You Text

The text you see here will appear at the top and bottom of your survey. Default text is included and you may modify this text as needed.

Model Questions

As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts.

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

Custom Questions

When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

- Why
- Analysis
 - Top-Pri
 - Open-e
 - Shift w
 - Inform
 - Evaluat

Making Changes

Simply make the change that you desire and highlight that change with a different color text. **Red** works well because it stands out.

If the change is "complicated" a brief explanation about what you would like to accomplish will help us understand your request and figure out the best way to implement. -Or- Just give us a call; talking through changes over the phone makes it quick and easy.

Update Your Custom Questions?

Uncovered new questions to ask
Key areas influence resource use
Seek for quantifiable recommendations

Seasonal Needs

Re-launch or Re-design

Marketing Initiatives



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Survey Invitation Text Desktop

We'd welcome your feedback!

Thank you for visiting our website. You have been selected to participate in a brief customer satisfaction survey to let us know how we can improve your experience.

The survey is designed to measure your entire experience, please look for it at the conclusion of your visit.

This survey is conducted by an independent company ForeSee, on behalf of the site you are visiting.

(Button text) No, thanks Yes, I'll give feedback

Example Desktop

abc company FORESEE

We'd welcome your feedback!

Thank you for visiting our website. You have been selected to participate in a brief customer satisfaction survey to let us know how we can improve your experience.

The survey is designed to measure your entire experience, please look for it at the conclusion of your visit.

This survey is conducted by an independent company ForeSee, on behalf of the site you are visiting.

No, thanks **Yes, I'll give feedback**

TRUSTe Certified Privacy

It please check with your analyst/client manager.

Survey Invitation Text (STEP 1)
Tablet / Phone

We'd welcome your feedback!

Can we email or text you later a brief customer satisfaction survey so we can improve your mobile experience?

(Button text) No, thanks Yes, I'll help

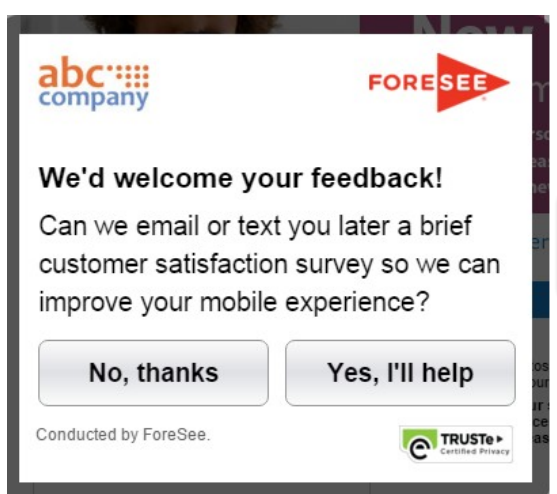
Survey Invitation Text (STEP 2)
Tablet / Phone

Thank you for helping!

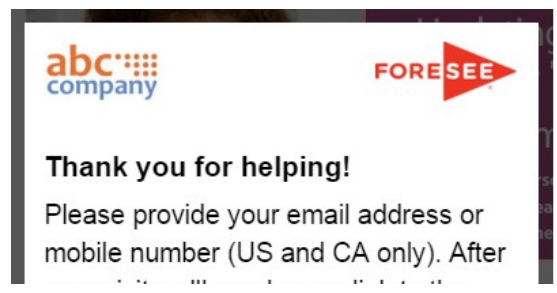
Please provide your email address or mobile number (US and CA only). After your visit we'll send you a link to the survey. Text Messaging rates apply.

(Button text) Cancel email/text me

Examples Tablet / Phone



Step 1



Step

your visit we'll send you a link to the survey. Text Messaging rates apply.

Cancel

email/text me

ForeSee's [Privacy Policy](#)



**Step
2**



The text you see here will appear at the top and bottom of your survey, examples below.

Our proposed mobile text is in the right cells and you may modify this text as needed. **IDEALLY MOBILE TEXT SHOULD BE AS CONCISE AS POSSIBLE**

Welcome and Thank You Text	
<p>Welcome Text -current browse survey</p> <p>Thank you for visiting our site. You have been randomly selected to take part in this survey to let us know what we are doing well and where we need to do better. Please take a minute or two to give us your opinions. The feedback you provide will help us enhance our site and serve you better in the future. Your responses are anonymous.</p>	<p>Welcome Text - Phone</p> <p>Thank you for visiting USAJOBS. You've been randomly selected to participate in a brief survey which helps us to improve the site. Your responses are anonymous, and the survey should take just a couple minutes.</p>
<p>Thank You Text - current browse survey</p> <p>Thank you for your time in completing this survey. Your input is very valuable and we will use it to improve our site.</p>	<p>Thank You Text - Phone</p> <p>Thank you for taking our survey - and for helping us serve you better.</p>
Example Desktop	Example Mobile

Model Name	USAJOBS Mobile
Model ID	NEW MEASURE NEEDS MID
Partitioned	Yes - 2MQ
Date	1/23/2017

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



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction		Return (1=Very Unlikely, 10=Very Likely)
1 Look and Feel - Appeal	Please rate the visual appeal of this mobile site.	16 Satisfaction - Overall	What is your overall satisfaction with this mobile site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	How likely are you to return to USAJOBS.gov using your mobile device?
2 Look and Feel - Balance	Please rate the balance of graphics and text on this mobile site.	17 Satisfaction - Expectations	How well does this mobile site meet your expectations? (1= Falls Short, 10=Exceeds)		Recommend (1=Very Unlikely, 10=Very Likely)
3 Look and Feel - Readability	Please rate the readability of the pages on this mobile site.	18 Satisfaction - Ideal	How does this site compare to your idea of an ideal mobile site? (1=Not Very Close, 10=Very Close)	20 Recommend	How likely are you to recommend USAJOBS.gov to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)				Primary Resource (1=Very Unlikely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this mobile site.			21 Primary Resource	How likely are you to use this mobile site as a primary resource to find a job?
5 Site Performance - Consistency	Please rate the consistency of speed from page to page on this mobile site.				Apply for Job (1=Very Unlikely, 10=Very Likely)
6 Site Performance - Completeness	Please rate how completely the page content loads on this mobile site.			22 Apply for Job	How likely are you to use this mobile site to apply for a specific job?
	Navigation (1=Poor, 10=Excellent, Don't Know)				
7 Navigation - Organized	Please rate how well this mobile site is organized.				
8 Navigation - Options	Please rate the options available for navigating this mobile site.				
9 Navigation - Layout	Please rate how well the mobile site layout helps you find what you need.				
	Job Browsing (1=Poor, 10=Excellent, Don't Know)				
10 Job Information Browsing - Sort	Please rate the ability to sort through jobs by criteria that are important to you on this mobile site.				
11 Job Information Browsing - Narrow	Please rate the ability to narrow choices to find the jobs you are looking for on this mobile site.				
12 Job Information Browsing - Features	Please rate how well the features on the mobile site help you find the jobs you need.				
	Job Information (1=Poor, 10=Excellent, Don't Know)				
13 Job Information - Thoroughness	Please rate the thoroughness of job descriptions on this mobile site.				
14 Job Information - Understandable	Please rate how understandable job descriptions are on this mobile site.				
15 Job Information - Answers	Please rate how well the job descriptions provide answers to your questions.				

Model Name USAJOBS Mobile
 Model ID NEW MEASURE NEEDS MID
 Partitioned Yes - 2MQ
 Date 3/20/2017

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



QID	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
		What is your primary reason for visiting the site today?	Search job opportunities Apply for specific job(s) Check on status or update a prior job application Create a USAJOBS profile Create or change a saved job search Upload or change a searchable resume Find general information about USAJOBS Update/edit my USAJOBS profile Look for events Explore opportunities for a specific group (student, veteran, etc.) Reset password Learn about Federal employment Other		Y	Radio button, one-up vertical	Skip Logic Group*	Primary Reason
		Did you accomplish what you wanted to do today on this site?	Yes No	A B	Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish
	A	Was it easy to accomplish what you wanted to do?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Accomplish Experience
	A1	Please briefly describe what was difficult to accomplish.			N	Text area, no char limit	Skip Logic Group*	Not Easy Accomplish
	B	Please tell us why you were unable to accomplish your task today.			N	Text area, no char limit	Skip Logic Group*	Why Not Accomplish
		Please rate the relevance of job search results on this mobile site.	1=Poor 2 3 4 5 6 7 8 9 10=Excellent Don't Know		Y	Radio button, scale, has don't know	Skip Logic Group	Job Search Relevance
		Do any of these groups describe you? (Please select all that apply.)	Federal Employees (current or former) Veterans Students and recent graduates Individuals with disabilities Former overseas federal employees Land Management Military spouses National Guard Native Americans Peace Corps or AmeriCorps Vista (current or alumni) Senior executives General public	C C C C C C C C C C	Y	Checkbox, one-up vertical	Skip Logic Group* Mutually exclusive	Role
	C	Did you explore the hiring paths/site information for any of the groups you selected?	Yes No, I was not aware of any such information No, I did not need to	C1	Y	Radio button, one-up vertical	Skip Logic Group*	Role Info Access
	C1	Was the information you found pertinent to what you were looking for?	Yes No, I had to go elsewhere to find the information I needed.		Y	Radio button, one-up vertical	Skip Logic Group*	Role Info Useful

		Did you find and apply to one or more jobs today?	Yes		Y	Radio button, one-up vertical		Applied to Job
			No					
		How frequently do you visit this site?	This is my first visit	A	Y	Radio button, one-up vertical	Skip Logic Group	Visit Frequency
			Once every 6 months or less often					
			Once every few months					
			Monthly					
			Weekly					
			Daily or more often					
	A	Did you create a USAJOBS account during your visit?	Yes	B	Y	Radio button, one-up vertical	Skip Logic Group	Create Account
			No					
			Not Sure					
	B	Did you have any difficulty setting up the account?	Yes	C	Y	Radio button, one-up vertical	Skip Logic Group	Account Difficulty
			No					
			Not Sure					
	C	Which of the following difficulties did you encounter while creating an account?	Account creation timed-out		Y	Checkbox, one-up vertical	Skip Logic Group	Specific Difficulty
			Difficulty with username and/or password creation					
			Difficulty with email address validation					
			Other					
		Did you use the site's search feature during your visit today?	Yes	Y	Y	Radio button, one-up vertical	Skip Logic Group*	Search Access
			No					
			Don't recall					
	Y	Please tell us about your experience with the site's search feature today. (Select all that apply.)	Results were not relevant/not what I expected		Y	Checkbox, one-up vertical	Randomize	Search Experience
			Too many results/I needed to refine my search				Skip Logic Group*	
			Not enough results					
			Returned NO results					
			Received error message(s)					
			Search speed was too slow					
			I experienced a different search issue				Anchor Answer Choice	
			I had no difficulty with search / results were helpful				Mutually Exclusive	
		Which of these job search filter options do you use most often on USAJOBS? (Choose up to three most-used features.)	Salary	A	Y	Checkbox, one-up vertical	Skip Logic Group	Filter Usage
			Pay Grade	A			Allow up to 3 choices	
			Hiring Path	A				
			Location	A				
			Department and Agency	A				
			Type of Work or Work Schedule	A				
			Occupational Series or Job Category	A				
			Appointment Type	A				
			Security Clearance	A				
			Travel Percentage	A				
			Relocation Assistance	A				
			Supervisory position	A				
			None of the above				Mutually Exclusive	
	A	Are the filters options easy to use?	Yes		Y		Skip Logic Group*	Filter Usage Easy
			No	A1				
			Don't recall					
	A1	Which filter options are most difficult to use? (Select up to three.)	Salary		Y	Checkbox, one-up vertical	Skip Logic Group*	Filters with Difficulty
			Pay Grade				Allow up to 3 choices	
			Hiring Path					
			Location					
			Department and Agency					
			Type of Work or Work Schedule					
			Occupational Series or Job Category					
			Appointment Type					

			Security Clearance					
			Travel Percentage					
			Relocation Assistance					
			Supervisory position					
			Don't recall					
		Which of the following features/functions is most in need of improvement?	Login		Y	Radio button, one-up vertical	Mutually Exclusive	Focus feature
			Uploading Documents					
			Profile					
			Search					
			Resume Builder					
			None of these					
		We value your feedback! Please share any ideas on how we could most improve this mobile site:			N	Text area, no char limit		OE_Improve Experience