

Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Basic rules:

- 1 This questionnaire **has to match the live survey**
- 2 All changes to the live measure need to be tracked and archived in **one document**
- 3 **All CQ change requests** have to be submitted using this document
 - SRA: 1) marks up changes and submits the entire document to DOT
 - DOT: 1) archives change request on separate tab
2) implements change(s)
3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes
- 4 DOT safeguards correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

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. All results are strictly confidential.

Thank you for your time in completing this survey. Your input is very valuable to us and we will take it into consideration.

Model questions utilize the CXA methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)			CUSTOMER SATISFACTION			FUTURE BEHAVIORS		
Hiring Process (1=Poor, 10=Excellent, Don't Know)			Satisfaction			Apply Next Time (1=Not Very Likely, 10=Very Likely)		
1	Please rate the speed of the Federal hiring process.		10	What is your overall satisfaction with the Federal hiring process experience?	13	How likely are you to apply for a position at this agency next time you look for a job?		
2	Please rate your opportunity to present a good representation of your qualifications for this position.		11	How well does this Federal hiring process experience meet your expectations?			Likelihood to Recommend (1=Not Very Likely, 10=Very Likely)	
Application Status Notifications (1=Poor, 10=Excellent, Don't Know)						How likely are you to recommend applying to this agency to someone else?		
7	Please rate the simplicity of tracking your job application online.		12	How does this experience compare to your idea of an ideal Federal hiring process?			Likelihood to Consider Employment with the Federal government (1=Not Very Likely, 10=Very Likely)	
8	Please rate the timeliness of the application status notifications you may have received during the Federal hiring process.						How likely are you to consider employment with the Federal government in the future?	
9	Please rate how well the application status notifications answered your questions.							

	Skip Logic Label	Meta Tag	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Special Instructions	Single or Multi	Required Y/N
AED11952			Do you know how to check the current status of your application?	Yes No		Drop down, select one		Single	Y
AED11953			What notification did you receive regarding the status of your application?	I was notified that my application was received I was notified my application was being assessed for qualifications I was notified that I was not being considered for the position I was eligible for the position but was not selected I was contacted for a job interview for that position I was never notified regarding my status as an applicant Other, please specify	A	Checkbox, one-up vertical	OPS Group	Multi	Y
AED11954	A		Other_notification on final application status			Text area, no char limit	OPS Group		N
AED11955			How does this job application notification compare with the communication/notification you have received when applying for private sector jobs?	Better--I was notified of my status more consistently than when applying for jobs with private companies Comparable--My experience was similar to applying with private companies Worse--I was notified of my status more consistently when applying for jobs with private companies Not applicable--I have not applied for positions with private companies		Radio button, one-up vertical		Single	Y
AED11956			How does this job application notification compare with communication/notification you have received when applying for previous Federal positions ?	Better--I was notified sooner of my status this time Comparable--My experience was similar to the past Worse--I was notified of my status sooner in the past Other, please specify	A	Radio button, one-up vertical	OPS Group	Single	Y
AED11957	A		Other_communication Federal positions			Text area, no char limit	OPS Group		N
AED11974			Would you recommend others to apply for a Federal position?	Yes No Not sure	N N	Drop down, select one	Skip Logic Group	Single	Y
AED11975	N		If no or not sure, why not?			Text area, no char limit	Skip Logic Group		N
AED11958			Were you contacted for an interview regarding this job application?	Yes No	B	Drop down, select one	Skip Logic Group	Single	Y
AED11959	B		If yes, how long after you applied were you contacted?	Less than 30 days 31-60 days 61 to 90 days over 90 days		Radio button, one-up vertical	Skip Logic Group	Single	Y
AED11960	B		Was the hiring manager involved in recruiting activities for this position (i.e. job fairs, etc.)	Yes No I don't know	C	Radio button, one-up vertical	Skip Logic Group	Single	Y

	Skip Logic Label	Meta Tag	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Special Instructions	Single or Multi	Required Y/N
AED11961	C		Did his/her involvement influence your decision to apply for the position?	Yes	A	Radio button, one-up vertical	Skip Logic Group	Single	Y
				No					
				Other					
AED11962	A		How did the hiring manager involvement influence your decision?			Text area, no char limit	Skip Logic Group		N
AED11963	B		Were you offered a position in the Federal government?	Yes	E, G	Drop down, select one	Skip Logic Group	Single	Y
				No					
AED11964	E		If yes, how long after you interviewed were you offered the position?	Less than 30 days	F	Radio button, one-up vertical	Skip Logic Group	Single	Y
				31-60 days					
				61 to 90 days					
				Over 90 days					
				Other					
AED11965	F		How long after you interviewed were you offered the position?			Text area, no char limit	Skip Logic Group		N
AED11966	G		Did you accept or decline the position?	Accept	J, L	Drop down, select one	Skip Logic Group	Single	Y
				Decline					
AED11967	H		If you declined the position, please tell us why:	Compensation/Benefits	I	Checkbox, one-up vertical	Skip Logic Group	Multi	Y
				Location					
				Actual duties and/or conditions of employment did not match job announcement					
				Poorly conducted interview					
				Working conditions					
				Actual duties did not interest me					
				Accepted another position within the Federal government					
				Accepted another position in the private sector					
				Accepted another position with a non-profit					
				Other					
AED11968	I		Please tell us why you declined the position.			Text area, no char limit	Skip Logic Group		N
AED11969	J		If you accepted the position, how long have you worked at your new job?	Less than 30 days	K	Radio button, one-up vertical	Skip Logic Group	Single	Y
				31-60 days					
				61 to 90 days					
				Over 90 days					
				Other					
AED11970	K		How long have you worked at your new job?			Text area, no char limit	Skip Logic Group		N
AED11971	L		If you accepted the position, how similar are the actual job duties of the position to those described in the job announcement and interview process?	Very similar		Radio button, one-up vertical	Skip Logic Group	Single	Y
				Somewhat similar					
				Not similar					

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				Other	M				
AED11972	M		Please describe how similar the actual job duties of the position are to those described in the job announcement.			Text area, no char limit	Skip Logic Group		N
AED12740			If you could make one improvement to the Federal Hiring Process, what would it be?	Better communication throughout the process		Radio button, one-up vertical	OPS Group	Single	Y
				More timely status notifications					
				More frequent status notification updates					
				Easier to understand job opportunity announcements					
				Faster time to reach a hiring decision					
				Integrate all hiring systems so applicants only have to input their resume/information one time					
				No written essays					
				Better information on how I will be evaluated					
				Better explanation of why I did not qualify for the position					
				Other, please specify	A				
AED11976	A		Other_improvements to hiring process			Text area, no char limit	OPS Group		N

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