Model Instance Name: Onboarding Manager

MID: FAUwVpk8IZxJBBIx9YQQZQ4C

Date: 8/06/2013



#### 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.

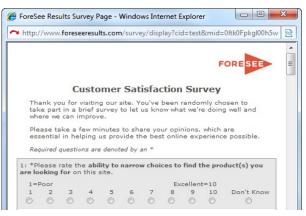
### Thank You Text

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

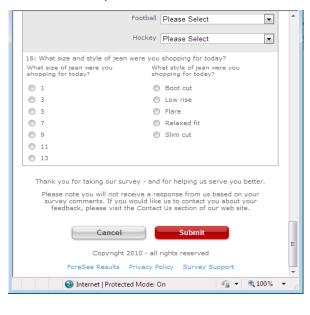
# Examples

## Welcome Text Example

Welcome and Thank You Text



## Thank You Text Example



**Model Instance Name:** Onboarding Manager

MID:
Partitioned? FAUwVpk8lZxJBBlx9YQQZQ4C

**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.

8/06/2013 Date:



# Element rotation scheme has been added

			Onboarding Manager			
MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	SATISFACTION	Mo	Q Label	FUTURE BEHAVIORS
MQ Laber	Support Information (1=Poor, 10=Excellent, Don't Know)	13 Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	IVIC	Q Labei	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 W Chann Others	nel Over	After today's website visit, how likely are you to <b>use this site rather than seeking other ways</b> 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 <b>information provides answers to your questions</b> .			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 Recom	nmend	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 Performan - Loading	ce Please rate how <b>quickly pages load</b> on this site.					
8 Site Performan - Consistency	ce Please rate the <b>consistency of speed from page to page</b> on this site.					
9 Site Performan - 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 <b>convenient placement of the website tools</b> on this site.					
12 Functionality - Variety	Please rate the variety of website tools on this site.					

			Onboarding Manager CUSTOM QUESTION LIST				
CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Special Instructions	CQ Label
NH6870		Is today your first visit to the Onboarding Manager website?	Yes		Radio button, one- up vertical		First Visit
NII 10074		Diagon indicate why you had to get up to the guestern	No	Α	Padia humana ana	Older I and a Onesset	Barrar Fra Bata
NH6871	Α	Please indicate why you had to return to the system:	I ran out of time on my last visit		Radio button, one- up vertical	Skip Logic Group*	Reason For Retu
			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	Q			
			Other	R			
CAS0061015	R	Please explain briefly.			Text area, no char limit	Skip Logic Group*	Explain Other Reason For Retu
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	Skip Logic Group*	What Not Workin Last Time
NH6872		Did you complete a form on today's visit?		В	Radio button, one-	Skip Logic Group*	Complete Form
			Yes No	_	up vertical		
NH6873	В	How was your experience with completing a form today?	No problems at all		Radio button, one- up vertical	Skip Logic Group*	Completing Experience
			I ran into a little trouble	C, D			Experience
NH6874	С	Please explain the trouble you experienced with completing a form.			Text area, no char limit	Skip Logic Group*	Trouble Completing
NH6875	D	What form was it?		E	Radio button, one-	Skip Logic Group*	What Form
			It was: I'm not sure	_	up vertical		
NH6876	Е	Please indicate the form so we can make improvements.			Text area, no char limit	Skip Logic Group*	Name of Form
NH6877		Did you electronically sign a form on today's visit?		F	Radio button, one-	Skip Logic Group*	Sign Form
			Yes No		up vertical		
NH6878	F	How was your experience with signing a form today?	No problems at all		Radio button, one- up vertical	Skip Logic Group*	Signing Experience
			I ran into a little trouble	G	up vertical		
.NH6879	G	Please explain the trouble you experienced with signing a form.			Text area, no char limit	Skip Logic Group*	Trouble Signing
NH6880		Did you submit any forms today?		Н	Radio button, one-	Skip Logic Group*	Submit Form
			Yes No		up vertical		
	Н	How was your experience with submitting a form today?	No problems et all		Radio button, one- up vertical	Skip Logic Group*	Submitting Experience
			No problems at all I ran into a little trouble	ı	up vertical		Experience
	ı	Please explain the trouble you experienced with submitting a form.			Text area, no char limit	Skip Logic Group*	Trouble Submittin
NH6882		Did you upload any documents on today's visit?		J	Radio button, one-	Skip Logic Group*	Upload Documen
			Yes No		up vertical		
NH6883	J	How was your experience with uploading a document today?	No problems at all		Radio button, one- up vertical	Skip Logic Group*	Upload Experienc
			I ran into a little trouble	K, L	·		
_NH6884	K	Please explain the trouble you experienced with uploading a document.			Text area, no char limit	Skip Logic Group*	Upload Trouble
NH6885	L	What document was it?	It was:	М	Radio button, one- up vertical	Skip Logic Group*	What Document
			I'm not sure		·		
_NH6886	М	Please indicate the document so we can make improvements.			Text area, no char limit		Name of Documer
_NH6887		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		N	Radio button, one-	Skip Logic Group*	Need to Return
		prior to beginning your new assignment?	Yes		up vertical		
			No Not sure				
NH6888	N	Please indicate why you will need to return:	I don't have enough time today		Radio button, one- up vertical	Skip Logic Group*	Why Need To Return
			I have to gather additional personal information to complete the forms		up vertical		retuiii
			I will be assigned more forms to complete The forms require additional signatures				
			Some forms cannot be signed until after my start date				
			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	Р О			
CAS0060974	0	Please explain briefly why you will need to return.			Text area, no char limit	Skip Logic Group*	Explain Why Nee to Return
CAS0060975	Р	Please explain briefly what specifically about the website is not working today.			Text area, no char	Skip Logic Group*	What Not Working
NH6889		Have you ever worked for the Federal Government?			limit Radio button, one-		Today Work For Gov
			Yes, I currently work for the Federal government Yes, I have worked for the Federal government but currently do not	-	up vertical		
			No, I have never worked for the Federal government				
NH6890		Do you use a computer daily in your current job?	Yes		Radio button, one- up vertical		Use Computer
			No				
NH6891		What one change would most improve your experience in using	I'm not currently working		Text area, no char		One Change
	O	Onboarding Manager?			limit		
	Customer Pas	ssed Parameters From Onboarding Manager Grade	1				
		Series					
		Location Agency					
			I .	1	1	İ	
		Position					
	<u>Customer</u> P	Position  CPDF  assed Parameters Collected Automatically					

	Skip Logic		Answer Choices		Type (select from		Required	Special	
CQID	Label	Question Text	(limited to 50 characters)	Skip to	list)	Single or Multi	Y/N	Instructions	CQ Label
NH6870		Is today your first visit to the Onboarding Manager website?	V		Radio button, one-	Single	Yes	Skip Logic Group*	First Visit
			Yes No		up vertical				
NH6871	A	Please indicate why you had to return to the system:	INO		Radio button, one-	Single	Yes	Skip Logic Group*	Reason For Reti
	, ,	Please indicate the reason for today's visit.	I ran out of time on my last visit		up vertical	o.i.g.o		Cimp Logic Group	
			I had to gather additional personal information to complete the forms						
			I did not have all of my information with me last time						
			I was assigned more forms to complete						
			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	Q					
EW	R	Please explain briefly.	Other	R	Tout ores no ober		No	Ckin Logio Croupt	Evoloin Othor
⊏ V V	K	ricase explain bliefly.			Text area, no char limit		NO	Skip Logic Group*	Explain Other Reason For Ret
EW	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		No	Skip Logic Group*	What Not Workin
NH6872		Did you complete a form on today's visit?	V <sub>1</sub> -	В	Radio button, one-	Single	Yes	Skip Logic Group*	Complete Form
			Yes No		up vertical				1
NH6873	В	How was your experience with completing a form today?	INO .		Radio button, one-	Single	Yes	Skip Logic Group*	Completing
	_		No problems at all		up vertical	5		Jamp Zagio araap	Experience
			I ran into a little trouble	C, D					
NH6874	С	Please explain the trouble you experienced with completing a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Comple
NH6875	D	What form was it?		E	Radio button, one-	Single	Yes	Skip Logic Group*	What Form
			It was:		up vertical	· ·		' ' '	
			I'm not sure						
NH6876	E	Please indicate the form so we can make improvements.			Text area, no char limit		No	Skip Logic Group*	Name of Form
NH6877		Did you electronically sign a form on today's visit?		F	Radio button, one-	Single	Yes	Skip Logic Group*	Sign Form
			Yes No		up vertical				
NH6878	F	How was your experience with signing a form today?	INO		Radio button, one-	Single	Yes	Skip Logic Group*	Signing Experier
14110070		The national of the state of th	No problems at all		up vertical	Single	103	Skip Logic Group	Oigning Expense
			I ran into a little trouble	G					
NH6879	G	Please explain the trouble you experienced with signing a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Signin
NH6880		Did you submit any forms today?	V	Н	Radio button, one-	Single	Yes	Skip Logic Group*	Submit Form
			Yes No		up vertical				
	н	How was your experience with submitting a form today?	140		Radio button, one-	Single	Yes	Skip Logic Group*	Submitting
			No problems at all		up vertical	5		Jamp Zagio araap	Experience
			I ran into a little trouble	1					
	1	Please explain the trouble you experienced with submitting a form.			Text area, no char limit		No	Skip Logic Group*	Trouble Submitt
VH6882		Did you upload any documents on today's visit?		J	Radio button, one-	Single	Yes	Skip Logic Group*	Upload Docume
VI 10002		Sid you apioud any documents on today's visit.	Yes	ŭ	up vertical	Single	163	Skip Logic Group	Opioda Docum
			No						
NH6883	J	How was your experience with uploading a document today?	No continue of all		Radio button, one-	Single	Yes	Skip Logic Group*	Upload Experier
			No problems at all I ran into a little trouble	K. L	up vertical				
NH6884	К	Please explain the trouble you experienced with uploading a	Trair into a little trouble	K, L	Text area, no char		No	Skip Logic Group*	Upload Trouble
		document.			limit				·
NH6885	L	What document was it?		М	Radio button, one-	Single	Yes	Skip Logic Group*	What Documer
			It was:		up vertical				
VH6886	M	Please indicate the document so we can make improvements.	I'm not sure		Text area, no char		No	Skip Logic Group*	Name of Docume
					limit				
VH6887		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		N	Radio button, one-	Single	Yes	Skip Logic Group*	Need to Return
		prior to beginning your new assignment?	Yes		up vertical				
			No						
			Not sure						
VH6888	N	Please indicate why you will need to return: Why will you need to return?	I don't have enough time today		Radio button, one- up vertical	Single	Yes	Skip Logic Group*	Why Need To Return
		, , , , , , , , , , , , , , , , , , ,	I have to gather additional personal information to complete the forms	_	up vertical				Return
			I have to gather additional personal information to complete the forms						

Model Instance Name:
Onboarding Manager
MID: FAUwVpk8IZxJBBIx9YQQZQ4C
Date: 07/02/2014

			Onboarding Manager CUSTOM QUESTION L	IST					
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
			The forms require additional signatures  Some forms cannot be signed until after my start date						
			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	P					
			Other	0					
NEW	0	Please explain briefly why you will need to return.			Text area, no char limit		No	Skip Logic Group*	Explain Why Need to Return
NEW	Р	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?			Radio button, one-	Single	Yes		Work For Gov
			Yes, I currently work for the Federal government		up vertical				
			Yes, I have worked for the Federal government but currently do not	-					
	_		No, I have never worked for the Federal government		B # 1 #	0: 1	.,		
LNH6890		Do you use a computer daily in your current job?	Yes		Radio button, one- up vertical	Single	Yes		Use Computer
			No.	1	up vertical				
			I'm not currently working	1					
LNH6891		What one change would most improve your experience in using Onboarding Manager?	in not canonally nonling		Text area, no char		No		One Change
		<u> </u>							
	Customer Pa:	ssed Parameters From Onboarding Manager							
		Grade Series							
		Location							
		Agency							
		Position							
		CPDF							
	Customer P	assed Parameters Collected Automatically	1						
		Browser							
l		Operating System							
		Pages viewed							
		Flash version							
		Referring URL		1					