

Model Instance Name:
Application Manager
MID: 8ZE0ogxVs9pYERURIJgoww4C
Date: 11/04/2013



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 Application 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.

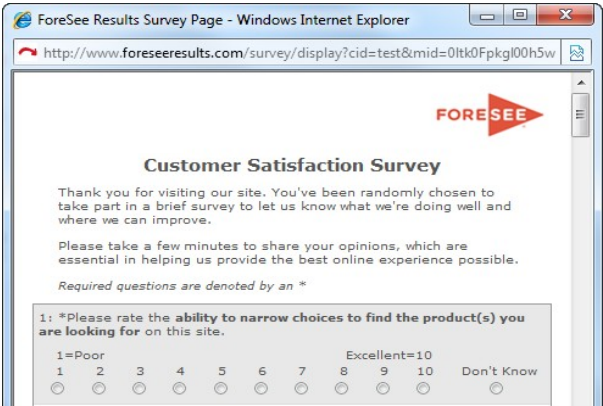
Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank You Text

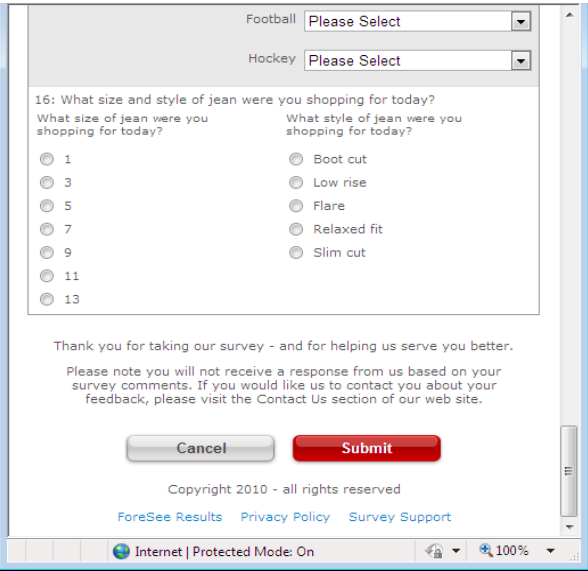
Thank you for taking our survey - and for helping us serve you better.

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.

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Application Manager

Satisfaction		Future Behaviors	
MQ Label		MQ Label	
Satisfaction - Overall	What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)		Recommend (1=Very Unlikely, 10=Very Likely)
Satisfaction - Expectations	How well does this site meet your expectations ? (1= Falls Short, 10=Exceeds)	Recommend	How likely are you to recommend this site to someone else who needs to apply for a federal job?
Satisfaction - Ideal	How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)		Primary Resource (1=Very Unlikely, 10=Very Likely)
		Primary Resource	How likely are you to use this site as your primary resource to find a job ?

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Application 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
NMS5139Q001		Were you able to complete your application in one visit?	Yes No	A	Radio button, one-up vertical	Skip Logic Group*	Complete In One Visit
NMS5139Q002	A	Which of the following best describes what prevented you from completing your application in one visit?	Not enough time to complete before I had to end my session Exceeded maximum time (site timed out) Did not have the required information or supporting documents Site was unavailable Other	B	Radio button, one-up vertical	Skip Logic Group*	What Prevented Completing
NMS5139Q003	B	Please explain.			Text box, 100 character limit	Skip Logic Group*	Other What Prevented Completing
NMS5139Q004		Please indicate which of the following best describes your experience with the site performance of the application today.	No problem with site performance Pages loaded slowly Pages loaded incompletely Error messages Documents would not upload Other	C D	Check boxes, one-up vertical	Skip Logic Group*	Site Performance
NMS5139Q005	D	Please explain.			Text box, 100 character limit	Skip Logic Group*	Other Site Performance
NMS5139Q006	C	What prevented the document from uploading?	Document too large (exceeding 3 MB limitation) Unacceptable file type Document certified or encrypted Other error I'm not sure		Radio button, one-up vertical	Skip Logic Group*	What Prevented Uploading
NMS5139Q007		Please indicate which of the following best describes your experience with navigating the application today.	No problem with navigation Navigation was unclear I was unable to return to previous section I was unable to move ahead to the next section Other	E	Check boxes, one-up vertical	Skip Logic Group*	Navigating
NMS5139Q008	E	Please explain.			Text box, 100 character limit	Skip Logic Group*	Other Navigating
NMS5139Q009		Please indicate which of the following best describes your experience with the visual components of the application.	No problem with the visual components Difficult to read because the font was small Difficult to read because of multiple fonts or bad formatting Other	F	Check boxes, one-up vertical	Skip Logic Group*	Visual Components
NMS5139Q010	F	Please explain.			Text box, 100 character limit	Skip Logic Group*	Other Visual Components
NMS5139Q011		Please indicate which of the following is true of the information provided on this site.	Information is thorough Information is understandable Information answers your questions None of the above Other	G	Check boxes, one-up vertical	Skip Logic Group* If this is selected, cannot select the other choices	Information Is
NMS5139Q012	G	Please explain.			Text box, 100 character limit	Skip Logic Group*	Other Information Is
NMS5139Q013		Was the order of steps within the application logical?	Yes No	H	Radio button, one-up vertical	Skip Logic Group*	Order Logical
NMS5139Q014	H	What step(s) seemed to be out of order?			Text area, no char limit	Skip Logic Group*	What Out Of Order
NMS5139Q015		Were the instructions within the application sufficient?	Yes No	I	Radio button, one-up vertical	Skip Logic Group*	Instructions Sufficient
NMS5139Q016	I	Please indicate in what section of the application the instructions need improvement.			Text area, no char limit	Skip Logic Group*	Where Improve Instruction
NMS5139Q017		Were the questions within the application relevant to you and the position you're applying to?	Yes No	J	Radio button, one-up vertical	Skip Logic Group*	Questions Relevant
NMS5139Q018	J	In what way?	Not relevant to the position for which I'm applying Not relevant to my experience and/or education Other		Radio button, one-up vertical	Skip Logic Group*	Why Questions Not Relevant
NMS5139Q019		Is there any other aspect of the application process itself that might be improved?	Yes No	K	Radio button, one-up vertical	Skip Logic Group*	Improvement Needed
NMS5139Q020	K	Please explain.			Text area, no char limit	Skip Logic Group*	Improvements
HAR0066962		Do you use a computer daily in your current job?	Yes No I'm not currently working		Radio button, one-up vertical		Use Computer
Customer Passed Parameters From Application 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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Application 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
NMS5139Q001		Were you able to complete your application in one visit?	Yes No	A	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Complete In One Visit
NMS5139Q002	A	Which of the following best describes what prevented you from completing your application in one visit?	Not enough time to complete before I had to end my session Exceeded maximum time (site timed out) Did not have the required information or supporting documents Site was unavailable Other	B	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	What Prevented Completing
NMS5139Q003	B	Please explain.			Text box, 100 character limit		No	Skip Logic Group*	Other What Prevented Completing
NMS5139Q004		Please indicate which of the following best describes your experience with the site performance of the application today.	No problem with site performance Pages loaded slowly Pages loaded incompletely Error messages Documents would not upload Other	C D	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group*	Site Performance
NMS5139Q005	D	Please explain.			Text box, 100 character limit		No	Skip Logic Group*	Other Site Performance
NMS5139Q006	C	What prevented the document from uploading?	Document too large (exceeding 3 MB limitation) Unacceptable file type Document certified or encrypted Other error I'm not sure		Radio button, one-up vertical	Single	No	Skip Logic Group*	What Prevented Uploading
NMS5139Q007		Please indicate which of the following best describes your experience with navigating the application today.	No problem with navigation Navigation was unclear I was unable to return to previous section I was unable to move ahead to the next section Other	E	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group*	Navigating
NMS5139Q008	E	Please explain.			Text box, 100 character limit		No	Skip Logic Group*	Other Navigating
NMS5139Q009		Please indicate which of the following best describes your experience with the visual components of the application.	No problem with the visual components Difficult to read because the font was small Difficult to read because of multiple fonts or bad formatting Other	F	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group*	Visual Components
NMS5139Q010	F	Please explain.			Text box, 100 character limit		No	Skip Logic Group*	Other Visual Components
NMS5139Q011		Please indicate which of the following is true of the information provided on this site.	Information is thorough Information is understandable Information answers your questions None of the above Other	G	Check boxes, one-up vertical	Multi	Yes	Skip Logic Group* If this is selected, cannot select the other choices	Information Is
NMS5139Q012	G	Please explain.			Text box, 100 character limit		No	Skip Logic Group*	Other Information Is
NMS5139Q013		Was the order of steps within the application logical?	Yes No	H	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Order Logical
NMS5139Q014	H	What step(s) seemed to be out of order?			Text area, no char limit		No	Skip Logic Group*	What Out Of Order
NMS5139Q015		Were the instructions within the application sufficient?	Yes No	I	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Instructions Sufficient
NMS5139Q016	I	Please indicate in what section of the application the instructions need improvement.			Text area, no char limit		No	Skip Logic Group*	Where Improve Instruction
NMS5139Q017		Were the questions within the application relevant to you and the position you're applying to?	Yes No	J	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Questions Relevant
NMS5139Q018	J	In what way?	Not relevant to the position for which I'm applying Not relevant to my experience and/or education Other		Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Why Questions Not Relevant
NMS5139Q019		Is there any other aspect of the application process itself that might be improved?	Yes No	K K	Radio button, one-up vertical	Single	Yes	Skip Logic Group*	Improvement Needed
NMS5139Q020	K	Please explain.			Text area, no char limit		No	Skip Logic Group*	Improvements
NEW		Do you use a computer daily in your current job?	Yes No		Radio button, one-up vertical	Single	Yes		Use Computer

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I'm not currently working									
Customer Passed Parameters From Application Manager									
		Grade Series Location Agency Position CPDF							
Customer Passed Parameters Collected Automatically									
		Browser Operating System Pages viewed Flash version Referring URL							