
Appendix F: Mailing Materials

List of Changes to Materials Included in the December 2021 OMB Submission

Item	Previous Wording	Current Wording
Data Collection Method: Establishment		
Pre-notification Postcard		{Item added}
Information Package Folder (English & Spanish)		{Design and color changes}
Letter from the U.S. Department of Labor in the Information Package	<p>Rosemary Lahasky signature "RTI"</p> <p>This package includes information that explains your participation in this important project. In addition, a brochure describing O*NET Information and benefits is included, as well as a list of professional associations endorsing the O*NET data collection.</p> <p>The time we estimate for your participation will vary from 15 to 90 minutes over the next four to six weeks.</p>	<p>Pamela L. Frugoli signature "RTI International"</p> <p>{added text: "As discussed on your call, it is important that we continue this effort amidst COVID-19."}</p> <p>This package includes two folders. The contents of the white folder explain your participation in this important project. A brochure describing O*NET information and benefits is included, as well as a list of professional associations endorsing O*NET data collection. The blue folder contains the O*NET Toolkit for Business, a valuable aid for you and your organization, as a token of appreciation for participating.</p> <p>The total time we estimate for your full participation will vary from 15 to 90 minutes.</p>
Establishment What, Who, & How Brochure		{Design and color changes}
RTI Letter to POC to Accompany Toolkit	The compact disc: provides full copies of the O*NET questionnaires in MS Word for in-house use, such as job analysis.	{text related to mini CD-ROM removed}
O*NET Toolkit for Business		{Updated screen shots}{Removal of mini CD-ROM}
RTI letter to POC to accompany COA-only package		{Item added}
RTI Letter to POC to Accompany Questionnaire (English & Spanish)	To encourage a high level of response from the employees, we have prepared the attached example memorandum that you can send to each employee to show your support for the Program. We hope you will consider modifying this memorandum as you wish and distributing it along with the questionnaire packets. Call me at the number below if you would like me to send an electronic copy of the memo to you.	We sincerely appreciate your company's support of this important program and hope that our sincere thanks is communicated to each employee receiving a packet. We realize that their participation is completely voluntary and that their time is valuable.
Employee What, Who, & How Brochure	These unique credentials (username and password) are printed on the cover of the paper questionnaire for ease of reference.	These unique credentials (username and password) are printed on the web instructions sheet and on the last page of your questionnaire.
RTI Letter to Employee to Accompany Questionnaire (with & without \$10 incentive) (English & Spanish)	Michael F. Weeks signature	Michael Penne signature

Item	Previous Wording	Current Wording
Thank You/Reminder Postcard (English & Spanish)	<p>Michael F. Weeks signature</p> <p>Dear Madam or Sir:</p> <p>I recently mailed you a questionnaire and asked for your help to update and expand the National Occupational Information Network (O*NET®) database. If you have completed and returned it to us, please accept my sincere thanks.</p> <p>As one of the randomly sampled respondents from across the country, your answers are critical to keeping the O*NET database accurate and up-to-date.</p> <p>If you have not yet completed and returned the questionnaire, please do so today. Your answers will ensure that the O*NET database remains a useful tool for business, educators, and individuals seeking career information. If you have access to the Internet, you may complete the questionnaire on our web site at http://onet.rti.org.</p> <p>Thank you for your help.</p> <p>P.S. If you have any questions about this research study, please contact Mr. Derek Stone, Data Collection Task Leader, toll-free at RTI at 1-800-334-8571, ext. 2-6475.</p>	<p>Michael Penne signature</p> <p>Dear O*NET® Data Collection Participant:</p> <p>We recently mailed you a questionnaire and asked for your help to update and expand the National Occupational Information Network (O*NET) database. If you have completed and returned it to us, please accept our sincere thanks. As one of a small group of randomly sampled respondents selected for your occupation, your answers are critical to keeping the occupational information accurate and current in the O*NET database.</p> <p>There is not much time left in the data collection schedule, so if you have not yet completed and returned the questionnaire, please do so as soon as possible. Your answers will ensure that the O*NET database remains a useful tool for business, educators, and individuals seeking career information. If you have access to the internet, you may find it convenient to complete the questionnaires online; if so, please refer to the questionnaire cover for your unique login credentials, and then visit http://onet.rti.org to participate.</p> <p>Thank you for your help with this important project. If you have any questions, please call the O*NET Operations Center Manager toll-free at 877-233-7348, ext. 100.</p>
RTI Letter to Employee to Accompany Replacement Questionnaire (English & Spanish)	Michael F. Weeks signature	Michael Penne signature
Example POC Memo to Employees (English & Spanish)		{Item removed}
Data Collection Method: Occupation Expert		
Lead Letter Envelope		{Item added}
Lead Letter		{Item added}
Letter from the U.S. Department of Labor in the Information Package (with & without \$40 incentive)	<p>“RTI”</p> <p>Pamela L. Frugoli</p> <p>O*NET/Skill Assessment Team Lead Office of Workforce Investment</p>	<p>“RTI International”</p> <p>{added text: “As discussed on your call, it is important that we continue this effort amidst COVID-19.”}</p> <p>Pamela L. Frugoli</p> <p>O*NET/CareerOneStop/Competency Model Team Lead Office of Workforce Investment</p>

**Appendix F:
Mailing Materials**

Item	Previous Wording	Current Wording
Occupation Expert Reply Envelope Post-It	Task Questionnaire (blue cover) Knowledge Questionnaire (gold cover) Work Activities Questionnaire (yellow cover) Work Context Questionnaire (green cover) Background Questionnaire (white cover)	Task Questionnaire Knowledge Questionnaire Work Activities Questionnaire Work Context Questionnaire Background Questionnaire
Occupation Expert What, Who, & How Brochure		{Design and color changes}
Occupation Expert Web Instructions Sheet	Step 3. Enter your username and password shown above.	Step 3. Enter your username and password. This information can be found above or in the upper-right corner of the front cover of any one of the questionnaire booklets that you received.
Thank You/Reminder Postcard	<p>Michael F. Weeks signature</p> <p>Dear Occupation Expert:</p> <p>An O*NET questionnaire package was recently mailed to you. If you have completed and returned the questionnaires, please accept my sincere thanks. Your responses are critical to keeping the occupational information accurate and current.</p> <p>If you have not yet completed and returned the questionnaires, please do so as soon as possible. You may find it convenient to complete the questionnaires online; if so, please refer to any of the questionnaire covers for your unique login credentials, and then visit http://onet.rti.org to participate.</p> <p>Your answers will ensure that O*NET data provide useful information for individuals and businesses across the nation.</p> <p>If you have questions, please call the O*NET Operations Center Manager toll-free at 877-233-7348, ext. 100.</p>	<p>Michael Penne signature</p> <p>Dear Occupation Expert:</p> <p>We recently mailed you an O*NET questionnaire package. If you have completed and returned the questionnaires, please accept our sincere thanks. As one of a small group of experts selected to respond for the occupation asked about in the questionnaires, your answers are critical to keeping the occupational information accurate and current in the O*NET database.</p> <p>There is not much time left in the data collection schedule, so if you have not yet completed and returned the questionnaires, please do so as soon as possible. You may find it convenient to complete the questionnaires online; if so, please refer to any of the questionnaire covers for your unique login credentials, and then visit https://onet.rti.org to participate.</p> <p>Thank you for your help with this important project. If you have any questions, please call the O*NET Operations Center Manager toll-free at 877-233-7348, ext. 100.</p>
RTI Letter to accompany COA-only package		{Item added}
Data Collection Method: All		
Questionnaire Booklet Covers (all sections)	.	{Cover design and color changes}
Level Scale Anchor Updates		See Appendix G O*NET Level Scale Anchors Updates

Establishment Method Materials

- Pre-notification Postcard
- Information Package Mailing to the Point of Contact
- Certificate of Appreciation Package
- Mailing to Point of Contact with Questionnaire Packets for Selected Employees
- Selected Employee Packet
- Mailing to Point of Contact with Thank You/Reminder Postcards
- Mailing to Point of Contact with Replacement Questionnaire Packets for Non-Respondents
- Replacement Questionnaire Packet
- Avoider Letters

Pre-notification Postcard



**United States
Department of Labor**

O*NET
Data Collection
Program



RTI International
Data Capture (O*NET 0207142)
5625 Capital Boulevard
Raleigh, NC 27690-1653

Pat King, Manager
Pat's Shoe Repair
123 Main Street
Raleigh, NC 12345



We are writing to let you know that in the coming weeks, you will receive a phone call from Research Triangle Institute (RTI) about an important U.S. Department of Labor program called the Occupational Information Network (**O*NET®**).

Employers, human resource professionals, job seekers, trainers, and labor market analysts across the country depend on the **O*NET** Program as the nation's primary source of descriptive occupational information. **O*NET** is continually updated from input by a broad range of workers in each occupation and is made available to the public at no cost. We need your help to keep this information current.

If you have any questions, you can reach us at 919-541-6475 or email onethelp@rti.org. On behalf of the U.S. Department of Labor, we thank you for your time and consideration.

How do I know this is sponsored by the U.S. Department of Labor?

Confirm it by visiting the U.S. Department of Labor's website at
<https://www.dol.gov/agencies/eta/onet/data-collection>
where you can also find more information about the O*NET program.

Sincerely,

Handwritten signature of Kimberly Vitelli in black ink.

Kimberly Vitelli
Deputy Administrator
U.S. Department of Labor
Employment and Training Administration
Office of Workforce Investment

Handwritten signature of Michael Penne in black ink.

Michael Penne
O*NET Project Director
RTI International



Information Package Mailing to the Point of Contact

- O*NET Information Package Envelope
- Information Package Folder
- Letter from U.S. Department of Labor
- What, Who, How Brochure
- Incentives Brochure
- Selected Occupations List
- O*NET Brochure
- Association Endorsement List
- Toolkit Folder
- RTI Letter to Point of Contact to accompany Toolkit
- O*NET Toolkit (pre-assembled)

O*NET Information Package Envelope



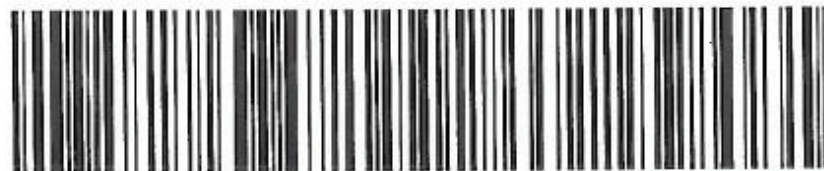
o*net[®]

**PRIORITY
MAIL**

Research Triangle Institute
Research Operations Center, ATTN: O*NET Data Receipt
5265 Capital Boulevard
Raleigh, North Carolina, 27616-2925

**Ship to: Ms. Kori Cheyne
US Post Office
420 Columbia Street
Newport, KY 41071-**

USPS TRACKING #



9205 5926 2827 6570 0001 4409 96

O=144099 C=268128 B=73939

Visit onet.rti.org for more information



Information Package Folder



Participant Information

Letter from U.S. Department of Labor



[DATE]

[POC Name]

[POC Title]

[Establishment Name]

[Street]

[City, State, Zip Code]

Dear [POC Name],

You recently received a phone call from RTI International about an important program called the Occupational Information Network (O*NET®). As the caller explained, your company has been randomly selected to participate in O*NET Data Collection, an important program sponsored by the United States Department of Labor (DOL) and the National Center for O*NET Development (O*NET Center).

The O*NET Center has been charged with the challenging task of keeping information about occupations up to date in a rapidly changing U.S. workplace. Employers, human resource professionals, job seekers, trainers, and labor market analysts across the country depend on occupational information to perform their daily work. We would like your help in keeping this information current. As discussed on your call, it is important that we continue this effort amidst COVID-19.

RTI, a non-profit research organization, is conducting this data collection effort for the DOL and the O*NET Center. The information we collect from your organization will be used to update the O*NET database, the primary source of occupational information in the nation. Responses will be kept private to the extent permitted by law. Data will not be linked to any individual employee or organization, but will only be used in summary form to describe occupations - not specific jobs.

This package includes two folders. The contents of the white folder explain your participation in this important project. A brochure describing O*NET information and benefits is included, as well as a list of professional associations endorsing O*NET data collection. The blue folder contains the O*NET Toolkit for Business, a valuable aid for you and your organization, as a token of appreciation for participating.

Please be assured that your participation in this effort is voluntary. The total time we estimate for your full participation will vary from 15 to 90 minutes. You are encouraged to send any comments regarding this estimate of your effort, or any other aspect of this collection of information to: U.S. Department of Labor, O*NET Project, ETA/OWI, 200 Constitution Avenue NW, Mail Stop C4526, Washington, DC 20210 (refer to OMB Control Number 1205-0421).

Thank you for your time and consideration. A member of the RTI O*NET team will call you in a few days to provide additional details and answer any questions you may have.

Sincerely,

A handwritten signature in cursive script that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment

What, Who, & How Brochure

Your Participation in O*NET Involves Only Three Simple Steps

Step 1 **Assist the Business Liaison with employee sampling.**

The Business Liaison will work with you to determine whether any employees at your establishment work in the occupations currently being updated. If so, he or she will ask you to compile a numbered roster of the employees in each selected occupation. The Business Liaison will use a computer algorithm to randomly select the line numbers of the employees to receive a questionnaire. The sample selection process will take place during one or two brief telephone calls.

Step 2 **Distribute questionnaires to sampled employees.**

Once the employees have been sampled, we will mail questionnaire packets to you for distribution to them. Remember, it's important to retain your roster as you are the only person who knows whom the questionnaires are intended to go to.

Step 3 **Assist the Business Liaison with follow-up activities.**

Once you have received your questionnaires, the Business Liaison will give you a follow-up call to see if all the materials were received and to answer any questions. In the event that not all the questionnaires are returned, we will send replacement questionnaires for you to distribute to any nonresponders at your organization. The Business Liaison will keep you informed as the questionnaires are returned by the employees.

Find out more at <https://onet.rti.org>.





O*netTM



O*NET Data Collection Program
What, Who, & How?

An Introduction to the Occupational Information Network




What

What is O*NET?

The O*NET acronym stands for “Occupational Information Network.” It is the nation’s primary source of occupational information. O*NET is available as a timely, easy-to-use database designed to help millions of employers, workers, educators, and students make informed decisions about education, training, career choices, and work.

What is the O*NET Data Collection Program?

The O*NET Data Collection Program is an ongoing effort to develop and maintain this unique database on the detailed characteristics of workers and occupations. The information about an occupation is primarily collected directly from employees working within the occupation. The collection of this information is designed to provide data that are valid, reliable, and current.





Who

Who is funding this program?

The United States Department of Labor (DOL) funds the O*NET Data Collection Program. You can verify this information by checking the DOL Web site: <https://www.doleta.gov/programs/onet>.

Who is conducting the O*NET Data Collection?

Research Triangle Institute (RTI) is working with the United States Department of Labor to collect these data. RTI is an independent, nonprofit research organization located in Research Triangle Park, NC. RTI maintains close ties with Duke University, the University of North Carolina at Chapel Hill, and North Carolina State University.

How

How did you select my establishment?

Your establishment was randomly selected from a list containing nearly every business and institution in the country. The participation of your organization is important since the employees we select will represent thousands of employees in many other organizations like yours nationwide.

Are you selling us something?

Absolutely NOT! This is not a market study and we are not selling anything. This is an opportunity for you to assist the United States Department of Labor in collecting occupational data that will be used to continuously update the Occupational Information Network. O*NET information is available at no cost by downloading the O*NET Database or by viewing the O*NET data using O*NET OnLine (<https://www.onetonline.org>).

What are you asking me to do?

The three simple steps on the last page of this brochure summarize what your participation involves. Briefly, we will first ask you to assist in selecting a few employees in certain occupations in your organization. Then, we will mail you questionnaire packets to distribute to the selected employees. Finally, we will ask you to help us by following up with the employees who have not responded after a few weeks and distributing replacement questionnaires to them.

How much time is this going to take?

The time we estimate for your participation will vary from 15 to 90 minutes over the next several weeks. It takes approximately 30 minutes for a respondent to complete an O*NET questionnaire.



How many employees are you selecting?

No more than 20 employees in total will be selected from your workplace. Usually, the number selected is much less than 20.

How will my organization benefit?

To express our appreciation for participating, we offer your establishment the O*NET Toolkit for Business. This Toolkit is designed to help you use the O*NET database to simplify tasks such as writing job descriptions and planning for future human resource needs. Additionally, every organization benefits from the updated national O*NET database that will be the product of the occupational information your organization provides.

How will I personally benefit?

As our way of saying thanks, the person in each organization who serves as our point of contact will receive a framed Certificate of Appreciation from the U. S. Department of Labor and a special resource – the O*NET Toolkit for Business – that will be sent to you later, after we mail the questionnaires. In addition, the information you provide will help ensure that the millions of Americans who access the O*NET database will see the most current, accurate, and comprehensive data available.

How will the sampled employees benefit?

As our way of saying thanks for completing the O*NET questionnaire, we will attach \$10 in cash to each employee's questionnaire. The only exceptions are federal government employees and employees of establishments that request that no incentive be offered.

What kinds of questions are asked of the employees?

The questionnaires consist of objective questions about the activities, work context, training, and other aspects of work within an occupation. You can find a complete set of questionnaires on the O*NET Data Collection Program Web site at <https://onet.rti.org>. Each selected employee will receive only one of the questionnaires and will answer the questions about his or her occupation.

Will employees do this during working hours?

The questionnaires used in the O*NET Data Collection Program are self-administered. The instruction sheet that is included with the questionnaire packet requests selected employees to complete the questionnaire in their "off time" from work (e.g., at home, at lunch, during a break). The research staff has no direct contact with the employees unless they have a problem or question about the questionnaire and call our toll-free number for help.

Do I have to tell you the names of the employees sampled for the data collection?

No, you do not have to give us the names of your employees at any time during this study, unless you choose to have the questionnaire sent to them directly. However, if you wish, you may give us the initials of sampled employees to facilitate the distribution of materials. We will delete this information when data collection has been completed at your organization.

Am I required by law to participate?

No, your participation is voluntary. However, you are a critical link in this data collection project. This is an opportunity to assist the United States Department of Labor in collecting occupational information.

Will the information that we provide be kept private?

Yes! Your responses will be kept private to the extent permitted by law and will not affect your employment in any way. Neither your name nor your establishment's name will be associated with your response. Data will be used only in summary form to describe occupations—not specific jobs or the individuals performing them.

Is information on the O*NET Program available on the Web?

Yes, it is. Information on the O*NET Data Collection Program is available online at <https://onet.rti.org>. You can also find general information on many O*NET programs and resources at the O*NET Resource Center Web site: <https://www.onetcenter.org>.

Who will contact me?

One of O*NET's professionally trained Business Liaisons will contact you to walk you through the data collection process and will be available to answer your questions and concerns. Because we are committed to providing you with the highest quality of service, O*NET supervisors may monitor a sample of these calls. If you have any questions, you can call us toll-free, 1-877-233-7348, ext. 100, and the O*NET Operations Center Manager will assist you.

Incentives Brochure



*Ways to say “Thanks for participating
in the O*NET Data Collection Program”*

Thank you very much for your help

We are very appreciative of the help you and your company are providing to the O*NET Data Collection Program. We realize your time is valuable and limited, and we are truly appreciative of your contributions to this program.

To express our appreciation, we offer the items shown on the right to you, your company, and the employees who are selected to participate in the Program.

We believe the most valuable benefit of your participation is the information that will be returned to you and your company through the O*NET database. Many employers access this database routinely for information on occupational characteristics, worker attributes, and job descriptions.

We hope you enjoy all these benefits of the O*NET Program. We look forward to working with you over the next few weeks as we collect occupational information from your company.

In our next mailing to you, you will receive...



A framed Certificate of Appreciation from the U.S. Department of Labor.

A \$10 token of appreciation for each employee who is selected to complete the O*NET Questionnaire.

The ten dollar bill will be enclosed with the questionnaire in the individual sealed envelopes that we will ask you to distribute to the sampled employees.



In a separate mailing, your company will receive...

The O*NET Toolkit for Business. The O*NET Toolkit for Business is a free packet of information about the O*NET Program that managers can use for human resource planning, including a guide for writing job descriptions.



Selected Occupations List

Selected Occupations for [Establishment Name]

This list contains the definitions of a number of occupations that are of interest to the survey. Your O*NET representative will try to determine whether you have employees in some of these occupations in your next phone call. Please have this list available when he or she calls.

NOTE: Only five or fewer of the occupations listed below will actually be selected from your organization. The O*NET representative will provide further details about this when he or she calls.

-
1. **Editors:** Perform variety of editorial duties, such as laying out, indexing, and revising content of written materials, in preparation for final publication.

 2. **Computer Programmers:** Convert project specifications and statements of problems and procedures to detailed logical flow charts for coding into computer language. Develop and write computer programs to store, locate, and retrieve specific documents, data, and information. May program Web sites.

 3. **Natural Sciences Managers:** Plan, direct, or coordinate activities in such fields as life sciences, physical sciences, mathematics, statistics, and research and development in these fields.

 4. **Database Administrators:** Coordinate changes to computer databases, test and implement the database applying knowledge of database management systems. May plan, coordinate, and implement security measures to safeguard computer databases.

 5. **Market Research Analysts:** Research market conditions in local, regional, or national areas to determine potential sales of a product or service. May gather information on competitors, prices, sales, and methods of marketing and distribution. May use survey results to create a marketing campaign based on regional preferences and buying habits.

 6. **Economists:** Conduct research, prepare reports, or formulate plans to aid in solution of economic problems arising from production and distribution of goods and services. May collect and process economic and statistical data using econometric and sampling techniques.

 7. **Compensation and Benefits managers:** Plan, direct, or coordinate compensation and benefits activities and staff of an organization.

 8. **Interviewers, Except Eligibility and Loan:** Interview persons by telephone, mail, in person, or by other means for the purpose of completing forms, applications, or questionnaires. Ask specific questions, record answers, and assist persons with completing form. May sort, classify, and file forms.

 9. **Mechanical Engineers:** Perform engineering duties in planning and designing tools, engines, machines, and other mechanically functioning equipment. Oversee installation, operation, maintenance, and repair of such equipment as centralized heat, gas, water, and steam systems.

 10. **Sales Managers:** Direct the actual distribution or movement of a product or service to the customer. Coordinate sales distribution by establishing sales territories, quotas, and goals and establish training programs for sales representatives. Analyze sales statistics gathered by staff to determine sales potential and inventory requirements and monitor the preferences of customers.
-

O*NET Brochure

A construction worker wearing a white hard hat and a dark jacket, looking to the right. The background is a blue-tinted image of a blueprint with a white grid overlay.

beyond information.

A microscopic view of biological cells, showing various structures in shades of green, yellow, and purple.

intelligence.





O*NET is brought to you by:

O*NET Project
Employment and Training Administration
U.S. Department of Labor
Mail Stop C 4526
200 Constitution Avenue, N.W.
Washington, DC 20210

National Center for O*NET Development
P.O. Box 27625
Raleigh, NC 27611

www.doleta.gov/programs/onet

www.onetcenter.org

beyond information. intelligence.

Hire intelligence.

* Rapidly changing world markets and vast technological innovation. Increasing competition at home and abroad. Rising customer expectations. For employers and job seekers alike, staying competitive in today's demanding workplace means making smart choices in all employment decisions. * At the same time, occupational information is everywhere—in books, newspapers, websites, magazines, and elsewhere. But most sources only give part of the picture. Without standardization in the business of employment, compiling, customizing, and maintaining occupational data can be a cumbersome, ongoing process.

Fortunately, the business of employment just got smarter.

O*NET is a unique, powerful source for continually updated occupational information and labor market research. By using a contemporary, interactive skills-based database and a common language to describe worker skills and attributes, O*NET transforms mountains of data into precise, focused occupational intelligence that anyone can understand easily and efficiently.

WHO USES O*NET?

- HR personnel
- Training facilitators
- Students
- Workforce researchers
- Career counselors
- Efficiency experts
- Rehabilitation counselors
- Job seekers
- Software developers
- Displaced workers
- Business forecasters
- Industry analysts
- Educators at all levels
- Organizational consultants

O*NET in action

More than a database—a solution.

O*NET integrates a powerful, relational database, a common language for job and skill descriptions, and crosswalks to other classifications systems into a complete solution for businesses, job seekers, and workforce development professionals. As the most comprehensive occupation resource available, O*NET helps workforce professionals:

DEVELOP detailed, accurate job descriptions.

IDENTIFY interest and experience requirements to align the right candidate with the right job.

DESIGN relevant career curricula and occupational skills development programs.

DEFINE success factors for promotion and advancement.

FORECAST HR requirements more effectively.

Tools you can use.

Whether it's finding and retaining the right people, developing more effective job descriptions, or just getting the most recent occupational information available, O*NET is your complete solution for keeping up with today's rapidly changing world of work. O*NET offers:

- Current, detailed information on more than 900 occupations.
- More than 450 standardized descriptors of skills, abilities, interests, knowledge, and work context.
- Standard occupational classification (SOC) coding.
- Easy-to-use interface and search menus.
- Skill-searchable occupational descriptions for more exact career targeting.
- Tools to build accurate job descriptions.
- Crosswalks to other classification systems and links to placement and labor market resources.
- Accommodation information to use as a disability counseling tool.

O*NET helps employers by giving them very current information to help in the designing of organizational, recruiting, training, and compensation systems.

—**Michael D. Bass,**
Sears Roebuck & Co.

the power of O*NET

BUSINESSES AND HR PROFESSIONALS

JOB SEEKERS

USE O*NET TO FIND—AND KEEP:

QUALIFIED JOB CANDIDATES

- Expand the pool of quality candidates for open positions.
- Develop effective job descriptions quickly and easily.
- Define employee and/or job-specific success factors.
- Align organizational development with workplace needs.
- Refine recruitment and training goals.
- Design competitive compensation and promotion systems.

A QUALITY JOB

- Find out which jobs fit with their interests, skills, and experience.
- Explore growth career profiles using the latest available labor market data.
- Research what it takes to get their dream job.
- Maximize earning potential and job satisfaction.
- Know what it takes to be successful in their field and in related occupations.

What you're **looking** for.

O*NET ORGANIZES ITS WEALTH OF INFORMATION ABOUT EACH OCCUPATION INTO SEVEN, INTERRELATED AREAS:

EXPERIENCE REQUIREMENTS

describe the education, training, skills, licensing, and experience required for entry and advancement.

OCCUPATION REQUIREMENTS

outline the typical tasks associated with each occupation or group of occupations, including specific physical, social, or structural demands on workers.

WORKER REQUIREMENTS

include individual performance factors, such as skills and knowledge, including basic skills and cross-functional skills.

WORKER CHARACTERISTICS

represent the work styles, interests, and abilities that are important to job seekers evaluating potential career opportunities.

OCCUPATION CHARACTERISTICS

include links to current labor market information on occupations, including wages, employment outlook, and industry size.

OCCUPATION SPECIFIC INFORMATION

provides comprehensive details for a single occupation or narrowly-defined job family.

RELATED OCCUPATIONS

cross-reference occupations that require similar knowledge, skills, and experience.

O*NET in it

* **Get O*NET in it.** Some of the most sophisticated occupational systems in the world contain one powerful, unique ingredient: O*NET. Software and system developers can meet your specific needs by customizing O*NET's powerful, flexible data to your own organization's applications. * O*NET contains information from some of the nation's top occupational researchers and analysts. They have collected and classified this knowledge to guarantee that O*NET intelligence is accurate, current, consistent, and comprehensive.

Look for the seal. All software applications and other resources powered by O*NET data will now display the official "O*NET in*it" seal on their packaging. Look for it to find the most dynamic intelligence on today's U.S. labor market.



O*NET will help us keep our internal job descriptions, appraisals, and training up-to-date. Rather than spend our time collecting data, we will have more time to focus on developing our workforce.

—James B. McGregor,
Morgal Machine Tool Company

Association Endorsement List



Association Support

As a leading national and industry association, we support O*NET, the Occupational Information Network. A major initiative of the United States Department of Labor, O*NET is a database of occupational information, specifying job characteristics and worker skills and abilities.

O*NET helps employers meet human resource challenges by identifying front line skill needs. It helps employees identify skills necessary to succeed in their fields, and helps job seekers understand the skills and training they need for the jobs they want.

We urge you to complete the O*NET questionnaire. By providing this valuable information, you will help the O*NET database capture the realities of the changing American workplace and be a participant in building a national labor exchange system able to compete in the international marketplace.

a

- Academy of Criminal Justice Sciences
- Accrediting Council for Continuing Education and Training
- African American Women's Clergy Association
- Air Conditioning Contractors of America
- Aircraft Electronics Association
- Allied Pilots Association
- American Academy of Actuaries
- American Academy of Environmental Engineers
- American Academy of Orthotists and Prosthetists
- American Academy of Physical Medicine and Rehabilitation
- American Academy of Physician Assistants
- American Apparel and Footwear Association
- American Association for Adult and Continuing Education
- American Association for Health Education
- American Association for Homecare
- American Association for Leisure and Recreation
- American Association for Marriage and Family Therapy
- American Association for Respiratory Care
- American Association for Vocational Instructional Materials
- American Association of Colleges of Pharmacy
- American Association of Community Colleges
- American Association of Cosmetology Schools
- American Association of Critical-Care Nurses
- American Association of Early Childhood Educators
- American Association of Engineering Societies
- American Association of Motor Vehicle Administrators
- American Association of Museums
- American Association of Psychiatric Technicians
- American Association of State Colleges and Universities
- American Association of Zoo Keepers
- American Bar Association
- American Business Conference
- American Chemical Society
- American College of Cardiology
- American Composites Manufacturers Association
- American Congress on Surveying and Mapping
- American Correctional Association
- American Council for Construction Education
- American Council of Life Insurers
- American Counseling Association
- American Culinary Federation
- American Dental Assistants Association
- American Design Drafting Association
- American Education Finance Association
- American Electronics Association
- American Federation for Medical Research
- American Federation of Home Health Agencies
- American Federation of School Administrators
- American Federation of Teachers
- American Financial Services Association
- American Fisheries Society
- American Forest & Paper Association
- American Foundry Society
- American Geological Institute
- American Health Information Management Association
- American Historical Association
- American Home Furnishings Alliance
- American Hotel and Lodging Association
- American Industrial Hygiene Association
- American Institute for Conservation of Historic and Artistic Works
- American Institute of Aeronautics and Astronautics
- American Institute of Building Design
- American Institute of Chemists
- American Institute of Constructors
- American Institute of Engineers
- American Institute of Floral Designers
- American Institute of Professional Bookkeepers
- American Insurance Association
- American Jail Association
- American Library Association

American Loggers Council
American Management Association
American Meat Institute
American Mental Health Counselors Association
American Moving & Storage Association
American Optometric Association
American Pharmacists Association
American Physical Therapy Association
American Physiological Society
American Planning Association
American Probation and Parole Association
American Prosthodontic Society
American Psychological Association
American Public Gas Association
American Public Human Services Association
American Purchasing Society
American Rehabilitation Counseling Association
American Rental Association
American Road and Transportation Builders Association
American School Counselor Association
American School Health Association
American Society for Clinical Laboratory Science
American Society for Engineering Education
American Society for Engineering Management
American Society for Microbiology
American Society for Quality
American Society of Agronomy
American Society of Association Executives
American Society of Certified Engineering Technicians
American Society of Interior Designers
American Society of Professional Estimators
American Society of Radiologic Technologists
American Society of Sanitary Engineering
American Society of Transportation and Logistics
American Society of Travel Agents
American Sociological Association
American Statistical Association
American Subcontractors Association
American Therapeutic Recreation Association
American Watchmakers-Clockmakers Institute
American Water Works Association
American Zoo and Aquarium Association

America's Health Insurance Plans
Animal Behavior Society
Appraisal Institute
Appraisers Association of America
Architectural Engineering Institute of the American Society of Civil Engineers
Associated Bodywork and Massage Professionals
Associated Builders and Contractors
Associated General Contractors of America
Associated Locksmiths of America
Associated Specialty Contractors
Association for Career and Technical Education
Association for Career and Technical Education Research
Association for Childhood Education International
Association for Commuter Transportation
Association for Continuing Higher Education
Association for Financial Professionals
Association for Healthcare Documentation Integrity
Association for Library and Information Science Education
Association for Library Collections and Technical Services
Association for Professionals in Infection Control and Epidemiology
Association for Talent Development
Association for the Advancement of Cost Engineering
Association of Business Support Services International
Association of Consulting Foresters of America, Inc.
Association of Credit and Collection Professionals
Association of Energy Engineers
Association of Environmental Engineering and Science Professors
Association of Equipment Management Professionals
Association of Executive and Administrative Professionals
Association of Information Technology Professionals
Association of Management Consulting Firms
Association of Master of Business Administration Executives
Association of Minority Health Professions Schools
Association of Oncology Social Work
Association of Sales and Marketing Companies

Association of School Business Officials International
Association of Schools of Allied Health Professions
Association of Surgical Technologists
Association of Technical Personnel in Ophthalmology
Association of the Wall and Ceiling Industry
Association of Women in the Metal Industries
Association of Women Soil Scientists
Automotive Maintenance and Repair Association

b-h

Belt Association
Biomedical Engineering Society
Biotechnology Industry Organization
Blow-in-Blanket Contractors Association
Bread Bakers Guild of America
Brotherhood of Shoe and Allied Craftsmen
Business Marketing Association
Business Professionals of America
California Fashion Association
Ceilings and Interior Systems Construction Association
Center for Book Arts
Ceramic Tile Institute of America
Chamber of Shipping of America
Chartered Property Casualty Underwriters Society
Commercial Vehicle Training Association
Community Transportation Association of America
CompTIA
Construction Management Association of America
Consumer Electronics Association
Contact Lens Manufacturers Association
Council for American Private Education
Council of Fashion Designers of America
Council of Industrial Boiler Owners
Council of Supply Chain Management Professionals
Crane Certification Association of America
Crop Science Society of America
Custom Electronic Design and Installation Association
Dangerous Goods Advisory Council
Deck Industry Association
Dietary Managers Association
Drug and Alcohol Testing Industry Association
Edison Welding Institute
Editorial Freelancers Association



Electronics Technicians Association International
 Employee Benefit Research Institute
 Energy Council of the Northeast
 Fabricators & Manufacturers Association International
 Federal Resource Center for Special Education
 Federation of Tax Administrators
 Financial Therapy Association
 Flexographic Technical Association
 Floor Covering Installation Contractors Association
 Foodservice Consultants Society International
 Forest Resources Association
 Forging Industry Association
 Gases and Welding Distributors Association
 Graphic Artists Guild
 Group Underwriters Association of America
 Healthcare Distribution Management Association
 Home Care Aide Association of America
 Home Healthcare Nurses Association
 Hospice Association of America
 Hospitality Business Alliance

i-k

IEEE (Institute of Electrical and Electronics Engineers)
 IEEE Aerospace and Electronic Systems Society
 IEEE Computer Society
 IEEE Engineering in Medicine and Biology Society
 IEEE Engineering Management Society
 Independent Automotive Damage Appraisers Association
 Industrial Designers Society of America
 Information Systems Audit and Control Association
 Information Technology Association of America
 Inland Marine Underwriters Association
 Institute for Certification of Computing Professionals
 Institute for Operations Research and the Management Sciences
 Institute for Supply Management
 Institute of Environmental Sciences and Technology
 Institute of Industrial Engineers
 Institute of Management Accountants
 Institute of Management Consultants USA



Institute of Packaging Professionals
 Insurance Information Institute
 International Association for Computer Information Systems
 International Association of Administrative Professionals
 International Association of Arson Investigators
 International Association of Asian Studies
 International Association of Campus Law Enforcement Administrators
 International Association of Fire Chiefs
 International Association of Foundation Drilling
 International Association of Workforce Professionals
 International Disk Drive Equipment and Materials Association
 International Economic Development Council
 International Executive Housekeeping Association
 International Federation of Professional and Technical Engineers
 International Fire Marshals Association
 International Interior Design Association
 International Maintenance Institute
 International Masonry Institute
 International Plant Propagators' Society
 International Public Management Association for Human Resources
 International Ticketing Association
 International Union of Bakers and Bakers-Confectioners
 International Union of Bricklayers and Allied Craftworkers
 International Union of Painters and Allied Trades
 International Union of Police Associations
 International Warehouse Logistics Association
 Ironworker Management Progressive Action Cooperative Trust
 Irrigation Association
 Jewelers of America
 Jewelry Information Center
 Joint Commission on Allied Health Personnel in Ophthalmology
 Kitchen Cabinet Manufacturers Association

m-n

Machinery Dealers National Association
 Manufactured Housing Institute
 Marine Technology Society
 Marketing Research Association



Mason Contractors Association of America
 Material Handling Equipment Distributors Association
 Metals Service Center Institute
 Metropolitan Burglar and Fire Alarm Association
 Minerals, Metals, and Materials Society
 Modular Building Institute
 NALS
 National Academy of Opticianry
 National Academy of Sciences
 National Alliance of Business
 National Association for Business Economics
 National Association for Equal Opportunity in Higher Education
 National Association for Girls and Women in Sport
 National Association for Home Care and Hospice
 National Association for Practical Nurse Education and Service
 National Association for Printing Leadership
 National Association for Sport and Physical Education
 National Association of African American Studies
 National Association of Child Care Professionals
 National Association of Child Care Resource and Referral Agencies
 National Association of Construction Boilermaker Employers
 National Association of Counties
 National Association of County Surveyors
 National Association of Dental Laboratories
 National Association of Emergency Medical Technicians
 National Association of Environmental Professionals
 National Association of Geoscience Teachers
 National Association of Health Underwriters
 National Association of Hispanic and Latino Studies
 National Association of Independent Insurance Adjusters
 National Association of Independent Publishers
 National Association of Legal Assistants
 National Association of Manufacturers
 National Association of Native American Studies



National Association of Professional Employer Organizations
National Association of Sales and Marketing Agencies
National Association of School Psychologists
National Association of Service Managers
National Association of Social Workers
National Association of State Directors of Career Technical Education Consortium
National Athletic Trainers' Association
National Bicycle Dealers Association
National Blacksmiths and Weldors Association
National Burglar and Fire Alarm Association
National Business Education Association
National Career Development Association
National Center for Manufacturing Sciences
National Center for Simulation
National Cleaners Association
National Concrete Masonry Association
National Council for Advanced Manufacturing
National Council of Agricultural Employers
National Council of Teachers of English
National Council of Teachers of Mathematics
National Criminal Justice Association
National Dance Association
National Dental Assistants Association
National Dental Association
National Earth Science Teachers Association
National Elevator Industry, Inc
National Employment Counseling Association
National Environmental Health Association
National Farmers Union
National Federation of Licensed Practical Nurses
National Freight Transportation Association
National Funeral Directors Association
National Glass Association
National Hardwood Lumber Association
National High School Association
National Human Resources Association
National Institute for Automotive Service Excellence
National Institute for Metalworking Skills
National Judges Association
National League of Postmasters of the United States

National Management Association
National Maritime Education and Training Association
National Paralegal Association
National Propane Gas Association
National Railroad Construction and Maintenance Association
National Registry of Environmental Professionals
National Rehabilitation Counseling Association
National Retail Federation
National Roofing Contractors Association
National Science and Technology Education Partnership
National Society of Professional Surveyors
National Stone, Sand and Gravel Association
National Terrazzo and Mosaic Association
National Therapeutic Recreation Society
National Tile Contractors Association
National Tooling and Machining Association
National Tour Association
National Training and Simulation Association
National Utility Contractors Association
Network and System Professionals Association
Network Professional Association
New York Academy of Sciences

O-S

Outdoor Power Equipment Aftermarket Association
Owner-Operator Independent Drivers Association
Packaging and Label Gravure Association
Painting & Decorating Contractors of America
Pedorthic Footwear Association
Plastic and Metal Products Manufacturers Association
Pleaters, Stitchers & Embroiderers Association
Plumbing-Heating-Cooling Contractors National Association
Precision Machined Products Association
Precision Machined Products Association Educational Foundation
Precision Metalforming Association
Precision Metalforming Association Educational Foundation
Printing Industries of America & Affiliates

Professional Association of Custom Clothiers
Professional Caddie Association
Professional Landcare Network
Professional Managers Association
Property Casualty Insurers Association of America
Refractory Ceramic Fibers Coalition
Refrigeration Service Engineers Society
Retail Bakers of America
Risk Management Association
SAE International
Society for Experimental Biology and Medicine
Society for Foodservice Management
Society for Protective Coatings
Society for Technical Communication
Society of Allied Weight Engineers
Society of American Archivists
Society of American Florists
Society of American Foresters
Society of Computer Professionals
Society of Fire Protection Engineers
Society of Manufacturing Engineers
Society of Naval Architects and Marine Engineers
Society of Petroleum Engineers
Society of Professional Benefit Administrators
Soil Science Society of America
SOLE—The International Society of Logistics
Specialty Graphic Imaging Association
Structural Insulated Panel Association

t-w

Telecommunications Industry Association
Tooling and Manufacturing Association
Transportation Intermediaries Association
Tree Care Industry Association
Tube and Pipe Association International
Tubular Piping Association
United Brotherhood of Carpenters and Joiners of America
United Council on Welfare Fraud
United Professional Sales Association
United States Tour Operators Association
Water Environment Federation
Western Dredging Association
Wildlife Disease Association
Wood Flooring Manufacturers Association
Wood Moulding and Millwork Producers Association
World International Nail and Beauty Association
World Leisure and Recreation Association

Toolkit Folder



O*NET™
▼
toolkit for business

toolkit for business



O*NET is brought to you by:

O*NET Project
Employment and Training Administration
U.S. Department of Labor
Mail Stop C 4526
200 Constitution Avenue, N.W.
Washington, DC 20210
www.doleta.gov/programs/onet

National Center for O*NET Development
P.O. Box 27625
Raleigh, NC 27611
www.onetcenter.org



toolkit for business

RTI Letter to Point of Contact to Accompany Toolkit



[DATE]

[NAME OF POC]
[COMPANY NAME]
[COMPANY ADDRESS]

Dear [NAME OF POC]:

Your interest and support of the O*NET® Data Collection effort is very important to the success of the program. With that in mind, I am sending you this O*NET Toolkit for Business, in the hope that it will become a valuable aid to you and your organization. This is a free resource for your company from the U.S. Department of Labor.

The O*NET Toolkit for Business was created specifically for organizations like yours to help them use the information available through O*NET to simplify tasks such as writing job descriptions and planning for future human resource needs. The following pieces are included in the toolkit:

- **The Quick Reference Guide to O*NET:** an executive summary of O*NET information.
- **The OnLine Guided Tour:** an introduction to the O*NET OnLine application.
- **The Content Model Reference Card:** an overview of the conceptual foundation for O*NET occupational information.
- **O*NET At Work: Writing Job Descriptions:** step-by-step guide to writing job descriptions using O*NET OnLine.
- **O*NET At Work: HR Planning and Employee Retention & Reskilling:** step-by-step guide to doing human resource planning or solving employee retention/reskilling problems using O*NET OnLine.

We hope you find this Toolkit useful. If you have any comments or questions, please contact me at 1-877-233-7348 ext. [BL EXTENSION], or the Operations Center Manager at 1-877-233-7348 ext. 100.

Sincerely,

[NAME OF BL]
Business Liaison

Enclosure

O*NET Toolkit (pre-assembled)—Forthcoming

Certificate of Appreciation Package

- Certificate of Appreciation
- RTI Letter to Point of Contact for Certificate of Appreciation package

Certificate of Appreciation

U.S. Department of Labor

Certificate of Appreciation

Presented to

*This Certificate of Appreciation is in recognition of your personal and significant contribution to the National Occupational Information Network (O*NET) Data Collection Program, our Nation's primary source of occupational information.*





**RTI Letter to Point of Contact for Certificate of
Appreciation Package**

[DATE]

[NAME OF POC]
[COMPANY NAME]
[COMPANY ADDRESS]

Dear [NAME OF POC]:

As a token of our appreciation for your efforts, we have enclosed a Certificate of Appreciation from the U.S. Department of Labor in your name. Also enclosed is a frame for the certificate. Your personal efforts in support of this important national data collection program are recognized and sincerely appreciated by the U.S. Department of Labor, as well as the entire O*NET Project Team.

We sincerely appreciate your company's support of this important program and hope that our sincere thanks is communicated to each sampled employee. We realize that their participation is completely voluntary and that their time is valuable.

We will contact you again in the near future to see if you need any additional support. In the meantime, feel free to contact me at [BL DIRECT LINE] or [BL EMAIL ADDRESS] any time I can be of assistance.

Sincerely,

[NAME OF BL]
Business Liaison

Enclosure

Mailing to Point of Contact with Questionnaire Packets for Selected Employees

- RTI Letter to Point of Contact to Accompany Questionnaires
- Certificate of Appreciation*
- Selected Employee Packets

*Please refer to the “Certificate of Appreciation Package” to view this document.

RTI Letter to POC to Accompany Questionnaires

[DATE]

[NAME OF POC]

[COMPANY NAME]

[COMPANY ADDRESS]

Dear [NAME OF POC]:

As we recently discussed on the telephone, enclosed are the questionnaire packets for the employees who were sampled to participate in the O*NET[®] Data Collection Program. Please distribute the packets to the appropriate employees as soon as possible.

Note that the label affixed to each envelope includes the occupation, line number and initials of the employee (optional) from the roster you created for each occupation. Please use the roster as a guide to ensure that each employee receives the correct envelope.

To encourage a high level of response from the employees, we have prepared the attached example memorandum that you can send to each employee to show your support for the Program. We hope you will consider modifying this memorandum as you wish and distributing it along with the questionnaire packets. Call me at the number below if you would like me to send an electronic copy of the memo to you.

We sincerely appreciate your company's support of this important program and hope that our sincere thanks is communicated to each employee receiving a packet. We realize that their participation is completely voluntary and that their time is valuable.

Finally, as a token of our appreciation for your efforts, we have enclosed a Certificate of Appreciation from the U.S. Department of Labor in your name. Also enclosed is a frame for the certificate. Your personal efforts in support of this important national data collection program are recognized and sincerely appreciated by the U.S. Department of Labor, as well as the entire O*NET Project Team.

We will contact you again in the near future to see if you need any additional support. In the meantime, feel free to contact me toll free at 1-877-233-7348 ext. [BL EXTENSION] any time I can be of assistance.

Sincerely,

[NAME OF BL]

Business Liaison

Enclosure

Selected Employee Packet

- Employee Questionnaire Packet Envelope
- O*NET Folder
- RTI Letter to Employee to Accompany Questionnaire (with \$10 Incentive)
- RTI Letter to Employee to Accompany Questionnaire (without \$10 Incentive)
- Association Endorsement List*
- O*NET Brochure*
- Instructions for Completing the Web Version of the O*NET Questionnaire
- Web Option Reminder Post-It
- Business Reply Mail Return Envelope
- Employee What,, Who, and How Brochure

*Please refer to the “Information Package Mailing to the Point of Contact” to view this document.

Employee Questionnaire Packet Envelope



This is a request for occupational information only.
RTI International is conducting this data collection
effort for the U.S. Department of Labor.

Employee Questionnaire Packet

See enclosed questionnaire for instructions
on completing the survey online.

O*NET Folder



beyond information.

intelligence.





O*NET Project
Employment and Training Administration
U.S. Department of Labor
Mail Stop C 4526
200 Constitution Avenue, N.W.
Washington, DC 20210

www.doleta.gov/programs/onet

National Center for O*NET Development
P.O. Box 27625
Raleigh, NC 27611

www.onetcenter.org

**RTI Letter to Employee to
Accompany Questionnaire (With \$10
Incentive)**



[RTI Questionnaire Cover Letter to Incumbent with money]

[DATE]

Dear Madam or Sir,

On behalf of the U.S. Department of Labor, I am requesting your participation in the Occupational Information Network (O*NET) Data Collection Program. This important data collection effort is being undertaken to update the O*NET database, our nation's primary source of occupational information. RTI, a non-profit research organization, is conducting this data collection effort for the U.S. DOL and the National Center for O*NET Development. We are collecting data from randomly sampled workers in businesses all across the United States.

Your company has agreed to participate in the O*NET Data Collection Program. One of your co-workers, [NAME OF POC], is helping RTI to randomly sample employees to be invited to participate in this important program.

To participate, please complete the questionnaire enclosed with this letter and return it to us in the postage-paid envelope provided. It should only take about 30 minutes to complete. We also ask that you do this on your own time, not company time. We have enclosed \$10, which is yours to keep as an expression of our appreciation for your time.

Your participation is completely voluntary. You can skip over any question you do not want to answer. Your responses are returned directly to RTI, where your answers will be kept private to the extent permitted by law and will not affect your employment in any way. Neither your name nor your company's name will be associated with your response. Data will only be used in summary form to describe occupations - not specific jobs or the individuals performing them.

We have enclosed an O*NET brochure that will answer many questions you have about the O*NET program. If you have access to the Internet, you may wish to complete the questionnaire on our Web site at <http://onet.rti.org>. We have enclosed instructions to assist you with that. If you have any questions about this research study, please contact Mr. Derek Stone, Data Collection Task Leader, toll-free at RTI at 1-800-334-8571 ext. 26475.

Thank you for your help with the O*NET project. The participation of businesses and employees across the country will ensure that all occupational information contained in the O*NET system is accurate and useful to business, educators, and individuals exploring careers.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Penne'.

Michael Penne
O*NET Project Director

Enclosure

**RTI Letter to Employee to Accompany
Questionnaire (Without \$10 Incentive)**

[RTI Questionnaire Cover Letter to Incumbent without money]

[DATE]

Dear Madam or Sir,

On behalf of the U.S. Department of Labor, I am requesting your participation in the Occupational Information Network (O*NET) Data Collection Program. This important data collection effort is being undertaken to update the O*NET database, our nation's primary source of occupational information. RTI, a non-profit research organization, is conducting this data collection effort for the U.S. DOL and the National Center for O*NET Development. We are collecting data from randomly sampled workers in businesses all across the United States.

Your company has agreed to participate in the O*NET Data Collection Program. One of your co-workers, [NAME OF POC], is helping RTI to randomly sample employees to be invited to participate in this important program.

To participate, please complete the questionnaire enclosed with this letter and return it to us in the postage-paid envelope provided. It should only take about 30 minutes to complete. We also ask that you do this on your own time, not company time. We sincerely appreciate your taking the time to help us in this important effort.

Your participation is completely voluntary. You can skip over any question you do not want to answer. Your responses are returned directly to RTI, where your answers will be kept private to the extent permitted by law and will not affect your employment in any way. Neither your name nor your company's name will be associated with your response. Data will only be used in summary form to describe occupations - not specific jobs or the individuals performing them.

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Sincerely,



Michael Penne
O*NET Project Director

Enclosure

Instructions for Completing the Web Version of the O*NET Questionnaire



Instructions for Completing the Web Version of the O*NET[®] Questionnaire

Username: [FILL HERE]
Password: [FILL HERE]

You can complete the questionnaire online, if you prefer.
Just follow these simple steps.

- Step 1.** Go to the web address <http://onet.rti.org>.
- Step 2.** Click on the Login link to gain access to the questionnaire.
- Step 3.** Enter your username and password. This information can be found above or at the top of the front cover of the questionnaire booklet that you received.
- Step 4.** Click on OK. Once you are logged in, you will receive further instructions on completing the questionnaire.

Please be assured that your online responses are completely secure and are protected by the same technology used by businesses to secure credit card transactions.

If you have any problems accessing the web site, please call 1-877-233-7348, ext. 100. Technical assistance is available through this toll free number Monday through Friday between 8:30 AM and 5:00 PM Eastern Time. You can also email your technical questions to onethelp@rti.org.

If you have any questions about this research study, please contact Mr. Derek Stone, Data Collection Task Leader, toll-free at RTI at 1-800-334-8571, ext. 26475. If you prefer, you can email him at dstone@rti.org.

**Thank you again for your participation in the
O*NET Data Collection Program!**

O=000000 C=000000 B=000000

Web Option Reminder Post-It



Prefer to
complete this
questionnaire
on-line?

LOG INTO

onet.rti.org

TODAY!

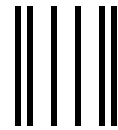
Business Reply Mail Return Envelope



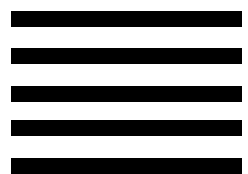
Beyond Information. Intelligence.

P.O. Box 12194
Research Triangle Park, NC 27709

PRIVATE: To be opened by authorized staff only.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 405 RALEIGH, NC

POSTAGE WILL BE PAID BY ADDRESSEE



RTI INTERNATIONAL
ATTN: DATA CAPTURE (O*NET 0207142)
5265 CAPITAL BOULEVARD
RALEIGH NC 27690-1653

Employee What, Who, & How Brochure



O*NET Data Collection Program

Frequently Asked Questions

What, Who, & How?

Find out more at
<https://onet.rti.org>



056B

What

What is O*NET?

The O*NET acronym stands for "Occupational Information Network." It is the nation's primary source of occupational information. O*NET is available as a timely, easy-to-use database that is designed to help millions of employers, workers, educators, and students make informed decisions about education, training, career choices, and work.

What is the O*NET Data Collection Program?

The O*NET Data Collection Program is an ongoing effort to develop and maintain this unique database on the detailed characteristics of workers and occupations. The information about an occupation is primarily collected directly from employees working within the occupation. The collection of this information is designed to provide data that are valid, reliable, and current.

Who

Who is funding this program?

The United States Department of Labor (DOL) funds the O*NET Data Collection Program. You can verify this information by checking the DOL Web site: <https://www.doleta.gov/programs/onet>.

Who is conducting the O*NET Data Collection?

Research Triangle Institute (RTI) is working with the United States Department of Labor (DOL) to collect these data. RTI is an independent, nonprofit research organization located in Research Triangle Park, NC. RTI maintains close ties with Duke University, the University of North Carolina at Chapel Hill, and North Carolina State University.

How

How did you select my workplace?

Your workplace was randomly selected from a list containing nearly every business and institution in the country. The participation of your organization is important since the employees we select will represent thousands of employees in many other organizations like yours nationwide.

Are you selling me something?

Absolutely NOT! This is not a market study and we are not selling anything. This is an opportunity for you to provide direct input to the United States Department of Labor regarding occupational data that will be used to continuously update the Occupational Information Network. O*NET information is available at no cost by downloading the O*NET Database or by viewing the O*NET data using O*NET OnLine (<https://www.onetonline.org>).

What are you asking me to do?

We are asking you to complete the enclosed questionnaire and return it to us in the postage-paid envelope provided. If you prefer, you can complete the questionnaire online at <https://onet.rti.org>. Your unique login credentials are printed in the upper right corner of the questionnaire cover.

How much time is this going to take?

It should take you approximately 30 minutes to complete the O*NET questionnaire.

Why am I being asked to do this and some of my co-workers are not?

Your organization has agreed to participate in the O*NET Data Collection Program. A representative at your organization is helping RTI to randomly sample employees to be invited to participate in the program. It is important that you, personally, complete the questionnaire and not give it to a co-worker. The questionnaire has been customized for your occupation and the statistical sampling method we used selected you, not your co-worker, to receive the questionnaire.

How many employees are you selecting in my workplace?

No more than 20 employees in total will be selected from your workplace. Usually, the number selected is much less than 20.

Why should I participate?

Your participation is important because your responses, combined with the responses of other employees, will describe your occupation to millions of job seekers, educators, career counselors, human resource professionals, and labor market analysts.

How will I personally benefit?

As our way of saying thanks for completing the O*NET questionnaire, you will find \$10 in cash attached to the questionnaire cover. (The only exceptions are federal government employees and employees of establishments that request that no incentive be offered.) In addition, the information you provide will help ensure that the millions of Americans who access the O*NET database will see the most current, accurate, and comprehensive data available on your occupation.

What kinds of questions will I be asked?

The questionnaires consist of objective questions about the activities, work context, training, and other aspects of work within an occupation. You can find a complete set of questionnaires on the O*NET Data Collection Program Web site at <https://onet.rti.org>. You are asked to complete only one of the questionnaires and to answer the questions about your occupation.

Can I complete the questionnaires online?

Absolutely. The paper questionnaire sent to you is also available via our secure Web site, <https://onet.rti.org>. You will be issued login credentials to allow you to access the Web version of the questionnaire. These unique credentials (username and password) are printed on the web instructions sheet and on the last page of your questionnaire.

Am I required by law to participate?

No, your participation is voluntary. However, you are a critical link in this data collection project. This is an opportunity to provide direct input to the United States Department of Labor by providing occupational information.

Will the information that I provide be kept private?

Yes! Your responses will be kept private to the extent permitted by law and will not affect your employment in any way. Neither your name nor your establishment's name will be associated with your response. Data will be used only in summary form to describe occupations—not specific jobs or the individuals performing them.

Is information on the O*NET Program available on the Web?

Yes, it is. Information on the O*NET Data Collection Program is available online at <https://onet.rti.org>. You can also find general information on many O*NET programs and resources at the O*NET Resource Center Web site: <https://www.onetcenter.org>.

Whom can I call if I have questions?

If you have any questions, you can call us toll free, 1-877-233-7348, ext. 100, and the O*NET Operations Center Manager will assist you.

Mailing to Point of Contact with Thank You/Reminder Postcards

- RTI Letter to Point of Contact to Accompany Thank You/Reminder Postcard
- Thank You/Reminder Postcard to Employee

**RTI Letter to POC to Accompany Thank You/Reminder
Postcard**



3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA

[DATE]

[NAME OF POC]

[COMPANY NAME]

[COMPANY ADDRESS]

Dear [NAME OF POC]:

Enclosed, please find the thank you/reminder postcards we discussed during our recent phone call. Each employee who was sampled to participate in the O*NET[®] Data Collection Program should receive one of these postcards in the next day or so. The purpose of the postcard is to say "thank you" if they have already completed the questionnaire or to remind them to complete the questionnaire soon if they have not yet done so.

If you have not yet distributed the questionnaires to the sampled employees, please do not send a thank you/reminder postcard to them yet. Rather, distribute the questionnaires to them as soon as possible. Then, in about a week or so, send each one a postcard. That should allow enough time for them to have had a chance to complete the questionnaire.

I suggest that you use the employee roster or list you created to decide which employees should receive the postcards.

Let me thank you once again for your company's participation and more specifically, for your personal efforts in support of this important data collection program.

Sincerely,

[NAME OF BL]

Business Liaison

1-877-233-7348, ext. [BL EXTENSION]

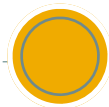
Enclosure

Thank You/Reminder Postcard to Employee

THANK YOU!



Beyond Information. Intelligence.



Dear O*NET® Data Collection Participant:

We recently mailed you a questionnaire and asked for your help to update and expand the National Occupational Information Network (O*NET) database. If you have completed and returned it to us, please accept our sincere thanks. As one of a small group of randomly sampled respondents selected for your occupation, your answers are critical to keeping the occupational information accurate and current in the O*NET database.

There is not much time left in the data collection schedule, so if you have not yet completed and returned the questionnaire, please do so as soon as possible. Your answers will ensure that the O*NET database remains a useful tool for business, educators, and individuals seeking career information. If you have access to the internet, you may find it convenient to complete the questionnaires online; if so, please refer to the questionnaire cover for your unique login credentials, and then visit <https://onet.rti.org> to participate.

Thank you for your help with this important project. If you have any questions, please call the O*NET Operations Center Manager toll-free at 877-233-7348, ext. 100.

Sincerely,

Michael Penne
O*NET Project Director



Mailing to Point of Contact with Replacement Questionnaire Packets for Non-Respondents

- RTI Letter to Point of Contact to Accompany Replacement Questionnaires
- Replacement Questionnaire Packet

**RTI Letter to POC to Accompany Replacement
Questionnaires**



3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA

[DATE]

[NAME OF POC]

[COMPANY NAME]

[COMPANY ADDRESS]

Dear [NAME OF POC]:

As we recently discussed, enclosed are the replacement questionnaires for the employees who were randomly sampled to participate in the O*NET[®] Data Collection Program and from whom we have not yet received a completed questionnaire.

While their participation in this program is voluntary, we want to be sure that each sampled employee has an opportunity to participate, and we are providing these replacement questionnaire packets in case they may have forgotten or misplaced the original set of materials.

The roster line number, occupation and initials of the employee (optional) who should receive each packet are indicated on the label affixed to each envelope. Please distribute these packets as soon as possible. Please use the roster that you previously created to ensure that the questionnaire is sent to the appropriate employee.

Let me thank you once again for your company's participation and more specifically, for your personal efforts in support of this important data collection program.

Sincerely,

[NAME OF BL]

Business Liaison

1-877-233-7348, ext. [BL EXTENSION]

Enclosure

Replacement Questionnaire Packet

- Employee Questionnaire Packet Envelope*
- O*NET Folder*
- O*NET Brochure**
- Association Endorsement List**
- Instructions for Completing the Web Version of the O*NET Questionnaire*
- RTI Letter to Accompany Replacement Questionnaire
- Web Option Reminder Post-It*
- Business Reply Mail Return Envelope*

*Please refer to the “Selected Employee Packet” to view this document.

**Please refer to the “Information Package Mailing to the Point of Contact” to view this document.

RTI Letter to Accompany Replacement Questionnaire

[DATE]

Dear Madam or Sir,

Some weeks ago, I wrote you to seek your help with the National Occupational Information Network (O*NET[®]) Data Collection Program. This data collection effort is being conducted to update the O*NET database, our nation's primary source of occupational information. As of today we have not yet received your completed questionnaire.

Your participation is critical to the success of the O*NET program, so it is very important that we receive your completed questionnaire. In case your questionnaire has been lost or misplaced, a replacement is enclosed. It should take you approximately 30 minutes to complete the questionnaire. If you have access to the Internet, you are encouraged to fill out the questionnaire on our web site at <http://onet.rti.org>.

I have also enclosed an O*NET brochure, instructions for completing the questionnaire on our website, and a postage-paid envelope for returning the completed questionnaire to RTI. If you would like more information on the O*NET program, please visit the O*NET website at <http://www.onetcenter.org>. If you have any questions about this research study, please contact Mr. Derek Stone, Data Collection Task Leader, toll-free at RTI at 1-800-334-8571 ext. 26475.

As we mentioned previously, your participation is completely voluntary. You can skip over any question you do not want to answer. Your answers will be kept private to the extent permitted by law and will not affect your employment in any way. Neither your name nor your company's name will be associated with your response. Data will only be used in summary form to describe occupations, not specific jobs or the individuals performing them.

Thank you for your support of the O*NET project. The voluntary participation of businesses and employees across the country in O*NET data collection efforts will help to ensure the O*NET system continues to be an accurate and useful tool to business, educators, and individuals exploring careers.

Sincerely,



Michael Penne
O*NET Project Director

Enclosure

Avoider Letters

- RTI Avoider Letter for Verification
- RTI Avoider Letter for Screening
- Department of Labor Avoider Letter for Recruiting
- Department of Labor Avoider Letter for Sampling
- Department of Labor Avoider Letter for Follow-Up Calling

RTI Avider Letter for Verification

[DATE]

[NAME OF POC]

[COMPANY NAME]

[COMPANY ADDRESS]

Dear [NAME OF POC]:

RTI, a non-profit research organization, is assisting the United States Department of Labor in an initiative to build and maintain an occupational database known as the Occupational Information Network (O*NET[®]). As the nation's primary source of occupational information, the O*NET project represents a vital component of the Department of Labor's effort to provide current job-related information that workers can use to prepare themselves with the requisite skills to ensure success in the workplace.

Your establishment has been randomly selected to participate in this important program. Over the past several weeks, I have telephoned your company several times, but have been unsuccessful in identifying someone to help us. I only need to ask a few short questions about occupations performed in your organization to determine your eligibility to participate in the O*NET Data Collection Program. This call should take only about 5 minutes of your time.

There is not much time left in the data collection schedule, so it is important that we talk with a representative of your organization as soon as possible. Therefore, I would greatly appreciate your calling me, hopefully within the next few days, toll free, at 1-877-233-7348 ext. [BL EXTENSION]. You may call any time between 9:00 a.m. and 5:00 p.m., Eastern Time, Monday through Friday.

I look forward to hearing from you at your earliest convenience, and thank you, in advance, for your cooperation.

Sincerely,

[Name of BL]

O*NET Business Liaison

Reference Number: 000000

RTI Avider Letter for Screening

[DATE]

[NAME OF POC]

[COMPANY NAME]

[COMPANY ADDRESS]

Dear [NAME OF POC]:

RTI, a non-profit research organization, is assisting the United States Department of Labor in an initiative to build and maintain an occupational database known as the Occupational Information Network (O*NET[®]). As the nation's primary source of occupational information, the O*NET project represents a vital component of the Department of Labor's effort to provide current job-related information that workers can use to prepare themselves with the requisite skills to ensure success in the workplace. Your establishment was randomly selected to participate in this important program.

Several weeks ago, I spoke with someone who identified you as someone who could answer a few short questions about the occupations performed in your organization. The purpose is to determine whether your company is eligible to participate in the O*NET Data Collection Program. Over the past few weeks I have tried several times, although unsuccessfully, to reach you by telephone.

Since there is not much time left in the data collection schedule, I would greatly appreciate the opportunity to talk with you about the O*NET Program at your earliest convenience – hopefully within the next few days. The call should take only about 5 minutes of your time.

Please call me, toll free, at 1-877-233-7348 ext. [BL EXTENSION] any time between 9:00 a.m. and 5:00 p.m., Eastern Time, Monday through Friday.

Again, it is important that I speak with you as soon as possible. I look forward to hearing from you, and thank you in advance for your cooperation.

Sincerely,

[Name of BL]

O*NET Business Liaison

Reference Number: 000000

DOL Avider Letter for Recruiting



[DATE]

[NAME OF POC]
[COMPANY NAME]
[COMPANY ADDRESS]

Dear [NAME OF POC]:

As you may recall, the U.S. Department of Labor is sponsoring an important data collection project for the Occupational Information Network (O*NET[®]). Some weeks ago, our representatives at RTI, a non-profit research organization, sent a package of materials to you describing the O*NET project.

[COMPANY NAME] is one of a relatively small sample of companies in your industry that has been randomly selected to participate in the O*NET Data Collection Program, so it is very important that we receive some critical follow-up information from you. Since our initial conversation, we have tried several times, although unsuccessfully, to follow-up by phone. The purpose of our call is to verify that you received the package and to obtain additional information about the occupations within your company (as a representative of your industry) that is not available elsewhere.

The enclosed brochure provides more information about the O*NET Data Collection Program and the level of participation we are requesting from your company. Additional O*NET information is available on the Internet at <http://www.onetcenter.org>.

It is very important that our RTI representative speak with you within the next few days, as this phase of the data collection is coming to a close. Please contact [NAME OF BL] as soon as possible, toll-free, at 1-877-233-7348 ext. [BL EXTENSION], to discuss your company's participation in this program. You may call any time between 9:00 a.m. and 5:00 p.m., Eastern Time, Monday through Friday. The call should take only a few minutes of your time.

Thank you very much for your cooperation.

Sincerely,

A handwritten signature in black ink that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment

Reference Number: 000000

DOL Avoider Letter for Sampling



[DATE]

[NAME OF POC]

[COMPANY NAME]

[COMPANY ADDRESS]

Dear [NAME OF POC]:

The U.S. Department of Labor is sponsoring an important data collection project for the Occupational Information Network (O*NET[®]). Recently, a representative from RTI, a non-profit research organization, spoke with you about randomly sampling a small number of employees from your organization. We want to ask these employees to complete and return to us a short questionnaire. In the past few weeks, we have tried many times to reach you to follow up, but we have yet to speak with you directly.

We sincerely appreciate your cooperation in the project to this point. However, we still need to finalize this stage of the data collection as soon as possible to complete our data collection activities with your organization. The information we are requesting from your company is not available elsewhere, and therefore, it is *very important* that we have your company's input. The sampling process will involve only a few additional minutes of your time and the information you provide will be kept private to the extent permitted by law.

The O*NET Data Collection Program is an initiative to develop job related information that workers can use to prepare themselves with the requisite skills to ensure success in the workplace. The effectiveness of the Program depends on direct input from a relatively small number of organizations and their employees across the United States who have been randomly selected to participate. Additional information on the O*NET Data Collection Program is available online at www.onetcenter.org.

It is urgent that our RTI representative speaks with you within the next few days, as this phase of the data collection is nearly complete. The call should take only a few minutes of your time. At your earliest convenience, we would appreciate your calling [NAME OF BL] toll-free, at 1-877-233-7348 ext. [BL EXTENSION], to discuss your company's participation in this program. You may call any time between 9:00 a.m. and 5:00 p.m., Eastern Time, Monday through Friday.

Thank you very much for your time and cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment

Reference Number: 000000

DOL Avoider Letter for Follow Up Calling



[DATE]

[NAME OF POC]
[COMPANY NAME]
[COMPANY ADDRESS]

Dear [NAME OF POC]:

Thank you for your assistance with the Occupational Information Network (O*NET[®]) Data Collection Program. The information your employees provide about their occupations will guide workers in developing the requisite skills to ensure future worker and business success.

I am writing to ask your help in finalizing our data collection activities. Our project records show that some of the questionnaires we sent to your business have not yet been returned to RTI. [BL NAME], our project representative at RTI, has attempted to contact you several times to follow up, but as yet has been unable to speak with you directly. This phase of the O*NET Data Collection Program is nearly complete, and we have only a short time to obtain this important occupational information from the randomly sampled employees at your business.

It is very important that we speak with you within the next few days to learn the status of these missing questionnaires and to determine if for any reason, any of the sampled employees will be unable to meet our request. The deadline for this phase of the data collection program is near.

Please call [BL NAME] toll-free at 1-877-233-7348 ext. [BL EXTENSION], at your earliest convenience so that we may finalize our activities for your company. You may call any time between 9:00 a.m. and 5:00 p.m., Eastern Time, Monday through Friday. The call should take only a few minutes of your time.

Thanks again for your continued assistance with this important program.

Sincerely,

A handwritten signature in black ink that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment

Reference Number: 000000

Occupation Expert Method Materials

- Lead Letter Mailing to Occupation Expert
- Occupation Expert Certificate of Appreciation Package
- Information Questionnaire Package to Occupation Expert
- Thank You / Reminder Postcard to Occupation Expert
- Replacement Questionnaire Package to Occupation Expert
- Occupation Expert Avoider Letters

Lead Letter Mailing to Occupation Expert

- Lead Letter Envelope
- Lead Letter

Lead Letter Envelope



3040 Cornwallis Road • PO Box 12194
Research Triangle Park, NC 27709-2194

TO BE OPENED BY ADDRESSEE ONLY

Lead Letter



3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA

«SENDDATE»

«NAME»
«ADDRESS1»
«ADDRESS2»
«ADDRESS3»
«ADDRESS4»
«CITY», «STATE» «ZIP»

Dear «NAME»:

I'm writing to let you know that a few days from now, you will receive a phone call from Research Triangle Institute about an important program called the Occupational Information Network (O*NET®). We will be contacting you because «SOURCE» as an expert for the occupation of «OCCUPATION», and the U.S. Department of Labor is requesting your assistance to update information on this occupation in the O*NET database (<https://www.onetonline.org>).

The O*NET program serves employers, human resource professionals, job seekers, trainers, and labor market analysts nationwide who depend on occupational information to perform their daily work. Individuals exploring and planning careers also use O*NET information. We need input from experts like you to keep this information current. If you would like more information about the O*NET program, please visit the U.S. Department of Labor's website at <https://doleta.gov/programs/onet>.

A member of the RTI O*NET team located in Raleigh, North Carolina will call you in a few days to provide additional details and answer any questions you may have. Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink that reads 'Michael Penne'.

Michael Penne
O*NET Project Director

Occupation Expert Certificate of Appreciation Package

- Certificate of Appreciation
- RTI Letter for Occupation Expert Certificate of Appreciation package

Certificate of Appreciation

U.S. Department of Labor

Certificate of Appreciation

Presented to

*This Certificate of Appreciation is in recognition of your personal and significant contribution to the National Occupational Information Network (O*NET) Data Collection Program, our Nation's primary source of occupational information.*





**RTI Letter for Occupation Expert Certificate of
Appreciation Package**



3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA

(DATE)

(OE NAME)
(ADDRESS)
(ADDRESS)
(ADDRESS)

Dear (OE NAME):

Thank you for agreeing to participate in the O*NET[®] Data Collection Program as an occupation expert for the occupation of [OCCUPATION]. We greatly appreciate your contribution of expertise concerning this occupation. As we recently discussed on the telephone, enclosed you will find a framed Certificate of Appreciation from the U.S. Department of Labor, along with instructions on how to complete the questionnaires online.

Participation by you and other occupation experts is invaluable to the accuracy and usefulness of information in the O*NET database, from which educators, business professionals, counselors, researchers, and career seekers benefit. It should take you approximately 90 minutes to complete all five questionnaires. If you have further questions about the O*NET program or the questionnaires, please contact me toll-free at 877-233-7348 ext. [BL extension].

Thank you for completing the questionnaires at your earliest convenience.

Sincerely,

[BL Name]
Business Liaison

Information Questionnaire Package to Occupation Expert

- Occupation Expert Department of Labor Information Package Letter (with \$40 incentive)
- Occupation Expert Department of Labor Information Package Letter (without \$40 incentive)
- Occupation Expert Questionnaire Sequence Post-Its
- Occupation Expert Domain Questionnaire Labels
- Occupation Expert Method What, Who, & How Brochure
- Instructions for Completing the Web Version of the O*NET Occupation Expert Questionnaire
- Certificate of Appreciation*
- Business Reply Mail Return Envelope**
- Occupation Expert Reply Envelope Post-It
- Association Endorsement List***
- O*NET Brochure***
- RTI Letter to Occupation Expert to Accompany Questionnaires (with \$40 incentive)
- RTI Letter to Occupation Expert to Accompany Questionnaires (without \$40 incentive)

*Please refer to the “Certificate of Appreciation” for the Establishment Method to view this document.

**Please refer to the “Selected Employee Packet” for the Establishment Method to view this document.

***Please refer to the “Information Package Mailing to the Point of Contact” for the Establishment Method to view this document.

**Letter to Occupation Expert from
U.S. Department of Labor
(with \$40 Incentive)**



(DATE)

(OE NAME)

(ADDRESS)

(ADDRESS)

(ADDRESS)

Dear (OE NAME):

You recently received a phone call from RTI International about an important program called the Occupational Information Network (O*NET[®]). As the caller explained, the U.S. Department of Labor is requesting your assistance with the O*NET program. The program serves employers, human resource professionals, job seekers, trainers, and labor market analysts nationwide who depend on occupational information to perform their daily work. Individuals who are exploring and planning careers also use O*NET information. We would like your help to keep this information current. As discussed on your call, it is important that we continue this effort amidst COVID-19.

You have been identified as an occupation expert for the occupation of (occupation name). As a participating expert, you are being asked to complete O*NET questionnaires on the knowledge areas, work activities, work context factors, and tasks common to the occupation; we also ask for some background information about you. To express our appreciation for your expert contribution to this effort, we have included a payment of \$40 and a framed Certificate of Appreciation from the U.S. Department of Labor. You can either complete the paper questionnaires and mail them back to RTI in the postage-paid envelope provided, or you may complete the questionnaires online using unique login credentials provided on each questionnaire cover.

Your participation in this effort is voluntary, yet participation by you and other occupation experts is vital to the success of this important program. A member of the RTI O*NET team will call you in a few days to provide additional details and answer any questions you may have. Thank you for your time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment

**Letter to Occupation Expert from
U.S. Department of Labor
(without \$40 Incentive)**



(DATE)

(OE NAME)

(ADDRESS)

(ADDRESS)

(ADDRESS)

Dear (OE NAME):

You recently received a phone call from RTI International about an important program called the Occupational Information Network (O*NET[®]). As the caller explained, the U.S. Department of Labor is requesting your assistance with the O*NET program. The program serves employers, human resource professionals, job seekers, trainers, and labor market analysts nationwide who depend on occupational information to perform their daily work. Individuals who are exploring and planning careers also use O*NET information. We would like your help to keep this information current. As discussed on your call, it is important that we continue this effort amidst COVID-19.

You have been identified as an occupation expert for the occupation of (occupation name). As a participating expert, you are being asked to complete O*NET questionnaires on the knowledge areas, work activities, work context factors, and tasks common to the occupation; we also ask for some background information about you. To express our appreciation for your expert contribution to this effort, we have included a framed Certificate of Appreciation from the U.S. Department of Labor. You can either complete the paper questionnaires and mail them back to RTI in the postage-paid envelope provided, or you may complete the questionnaires online using unique login credentials provided on each questionnaire cover.

Your participation in this effort is voluntary, yet participation by you and other occupation experts is vital to the success of this important program. A member of the RTI O*NET team will call you in a few days to provide additional details and answer any questions you may have. Thank you for your time and consideration.

Sincerely,

A handwritten signature in cursive script that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment

Occupation Expert Questionnaire Sequence Post-Its

OE Questionnaire Sequence Post-it Notes



Please Complete this
Questionnaire

FIRST

Prefer to complete the questionnaire online?

Log into onet.rti.org today!



Please Complete this
Questionnaire

SECOND

Prefer to complete the questionnaire online?

Log into onet.rti.org today!



Please Complete this
Questionnaire

THIRD

Prefer to complete the questionnaire online?

Log into onet.rti.org today!



Please Complete this
Questionnaire

FOURTH

Prefer to complete the questionnaire online?

Log into onet.rti.org today!



Please Complete this
Questionnaire

FIFTH

Prefer to complete the questionnaire online?

Log into onet.rti.org today!

Occupation Expert Domain Questionnaire Labels



Username: 0245993 Password: mercy7826

O=172310 S=24599 B=26956 Seq=0
Neurodiagnostic Technologists
Questionnaire ID=0245993A



Username: 0245993 Password: mercy7826

O=172310 S=24599 B=26956 Seq=2
Neurodiagnostic Technologists
Questionnaire ID=0245993B



Username: 0245993 Password: mercy7826

O=172310 S=24599 B=26956 Seq=3
Neurodiagnostic Technologists
Questionnaire ID=0245993D



Username: 0245993 Password: mercy7826

O=172310 S=24599 B=26956 Seq=1
Neurodiagnostic Technologists
Questionnaire ID=0245993E



Username: 0245993 Password: mercy7826

O=172310 S=24599 B=26956 Seq=5
Neurodiagnostic Technologists
Questionnaire ID=0245993F



Username: 0245993 Password: mercy7826

O=172310 S=24599 B=26956 Seq=6
Neurodiagnostic Technologists
Questionnaire ID=0245993G



**Occupation Expert Method
What, Who, & How
Brochure**



Occupation Expert

O*NET Data Collection Program What, Who, & How?

An Introduction to the Occupational Information Network



What

What is O*NET?

The O*NET acronym stands for "Occupational Information Network." It is the nation's primary source of occupational information. O*NET is available as a timely, easy-to-use database designed to help millions of employers, workers, educators, and students make informed decisions about education, training, career choices, and work.

What is the O*NET Data Collection Program?

The O*NET Data Collection Program is an ongoing effort to develop and maintain this unique database on the detailed characteristics of workers and occupations. The information about an occupation is primarily collected from employees working within the occupation. Occupation experts are providing information for some occupations. The collection of this information is designed to provide data that are valid, reliable, and current.

Who

Who is funding this program?

The United States Department of Labor (DOL) funds the O*NET Data Collection Program. You can verify this information by checking the DOL Web site: <https://www.doleta.gov/programs/onet>.

Who is conducting the O*NET Data Collection?

Research Triangle Institute (RTI) is working with the United States Department of Labor to collect these data. RTI is an independent, nonprofit research organization located in Research Triangle Park, NC. RTI maintains close ties with Duke University, the University of North Carolina at Chapel Hill, and North Carolina State University.

What is an occupation expert?

An occupation expert is a person who has several years of experience and training in an occupation. He or she has the expert knowledge required to respond to questions about the tasks, knowledge, and activities required for work in the occupation.

How

How did you get my name?

Occupation experts are identified by contacting professional associations and educational institutions related to the occupation.

What kinds of questions will I be asked?

The questionnaires consist of objective questions about the activities, work context, training, and other aspects of work within an occupation. You can find a complete set of questionnaires on the O*NET Data Collection Program Web site at <https://onet.rti.org>.

Why should I participate?

Your participation is important because your responses, combined with the responses of other experts, will describe your occupation to millions of job seekers, educators, career counselors, human resource professionals, and labor market analysts.

What are you asking me to do?

The three simple steps on the last page of this brochure summarize what your participation involves. Briefly, we will ask you to carefully complete several questionnaires in a certain order and return them to RTI in the postage-paid return envelope provided. If you have access to the Internet, you can complete the questionnaires online using the instructions provided.

How much time is this going to take?

It should take you approximately 90 minutes to complete the O*NET questionnaires.

Can I complete the questionnaires online?

Absolutely. Each of the paper questionnaires sent to you is also available via our secure Web site, <https://onet.rti.org>. As an identified occupation expert, you will be issued login credentials to allow you to access Web versions of the questionnaires. These unique credentials (username and password) are printed on the cover of each paper questionnaire for ease of reference.

Will the information that I provide be kept private?

Yes! Your responses will be kept private to the extent permitted by law and will not affect your employment in any way. Neither your name nor your company's name will be associated with your response. Data will be used only in summary form to describe occupations – not specific jobs or the individuals performing them.

Am I required by law to participate?

No, your participation is voluntary. However, you are a critical link in this data collection program. This is an opportunity to provide direct input to the United States Department of Labor by providing occupational information.

Are you selling me something?

Absolutely NOT! This is not a market study and we are not selling anything. This is an opportunity for you to provide direct input to the United States Department of Labor regarding occupational data that will be used to continuously update the Occupational Information Network. O*NET information is available at no cost by downloading the O*NET Database or by viewing the O*NET data using O*NET OnLine (<https://www.onetonline.org>).

How will I personally benefit?

As our way of saying thanks for completing the O*NET questionnaires, you will receive \$40 in cash and a framed Certificate of Appreciation from the U.S. Department of Labor. (If you wish, you may decline either or both of these items.) In addition, the information you provide will help ensure that the millions of Americans who access the O*NET database will see the most current, accurate, and comprehensive data available on your occupation.

Is information on the O*NET Program available on the Web?

Yes, it is. Information on the O*NET Data Collection Program is available online at <https://onet.rti.org>. You can also find general information on many O*NET programs and resources at the O*NET Resource Center Web site: <https://www.onetcenter.org>.

Who will contact me?

One of O*NET's professionally trained Business Liaisons will contact you to walk you through the data collection process and be available to answer your questions and concerns. Because we are committed to providing you with the highest quality of service, O*NET supervisors may monitor a sample of these calls. If you have questions, you can call us toll-free, 1-877-233-7348, ext. 100, and the O*NET Operations Center Manager will assist you.

Find out more at <https://onet.rti.org>.

Your Participation in O*NET Involves Only Three Simple Steps

Step 1 When you receive the package, make sure all O*NET questionnaires on the packing list are enclosed.

Review the materials in the box you receive to make sure all of the O*NET questionnaires are enclosed. The covers for the questionnaires are different colors and are labeled according to their content and the order in which they should be completed.

Step 2 Complete the O*NET questionnaires.

To maximize the quality of the data, we have pre-assigned the order of the questionnaires. Please complete the O*NET questionnaires in the order indicated on each questionnaire cover. Work at your own pace, in as many sittings as your schedule requires. You may wish to complete the questionnaires online at <https://onet.rti.org>. Your unique login credentials are printed in the upper right corner of each printed questionnaire cover.

Step 3 Return the O*NET questionnaires in the enclosed postage-paid return envelope.

After completing the O*NET questionnaires, please return them in the postage-paid return envelope. Before sealing the envelope, please review the checklist located on the back of the return envelope. If you choose to complete the questionnaires online, you do not need to return the hard-copy questionnaires.

Find out more at <https://onet.rti.org>.

Occupation Expert Reply Envelope Post-It



Please ensure you have completed each of the five O*NET® questionnaires.

- Task Questionnaire
- Knowledge Questionnaire
- Work Activities Questionnaire
- Work Context Questionnaire
- Background Questionnaire

Place all of the questionnaires in this postage-paid return envelope and mail.

Thank you for completing the O*NET questionnaires!

**Instructions for Completing the Web
Version of the O*NET Occupation
Expert Questionnaire**



Instructions for Completing the Web Version of the O*NET[®] Occupation Expert Questionnaire

Username: [FILL HERE]
Password: [FILL HERE]

You can complete the questionnaires *online*, if you prefer.
Just follow these simple steps.

- Step 1.** Go to the Web address <http://onet.rti.org>.
- Step 2.** Click on the Login link to gain access to the questionnaires.
- Step 3.** Enter your username and password. This information can be found above or in the upper-right corner of the front cover of any one of the questionnaire booklets that you received.
- Step 4.** Click on OK. Once you are logged in, you will receive further instructions on completing the questionnaires.

Please be assured that your online responses are completely secure and are protected by the same technology used by businesses to secure credit card transactions.

If you have any problems accessing the Web site, please call 1-877-233-7348, ext. 100. Technical assistance is available through this toll free number Monday through Friday between 8:30 AM and 5:00 PM Eastern Time. You can also email your technical questions to onethelp@rti.org.

If you have any questions about this research study, please contact Mr. Derek Stone, Data Collection Task Leader, toll-free at RTI at 1-800-334-8571, ext. 26475. If you prefer, you can email him at dstone@rti.org.

**Thank you again for your participation in the
O*NET Data Collection Program!**

O=000000 S=000000 B=000000

**RTI Letter to Occupation Expert to Accompany
Questionnaires (with \$40 Incentive)**



3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA

(DATE)

(OE NAME)

(ADDRESS)

(ADDRESS)

(ADDRESS)

Dear (OE NAME):

Thank you for agreeing to participate in the O*NET® Data Collection Program as an occupation expert for the occupation of [OCCUPATION]. We greatly appreciate your contribution of expertise concerning this occupation. As we recently discussed on the telephone, enclosed you will find the O*NET questionnaires, a postage-paid return envelope, \$40 in cash, and a framed Certificate of Appreciation from the U.S. Department of Labor. If you have access to the Internet, you may wish to complete the questionnaires online at <http://onet.rti.org>. In your questionnaire packet, you will find instructions for responding online.

Your responses will be kept private to the extent permitted by law. The questionnaires have an identification number for mailing and tracking purposes only. Your responses will be combined with those of other experts in this occupation and will be reported in summary form only.

Participation by you and other occupation experts is invaluable to the accuracy and usefulness of information in the O*NET database, from which educators, business professionals, counselors, researchers, and career seekers benefit. **Please complete the questionnaires in the order indicated on the questionnaire cover**, in as many sittings as your schedule requires. It should take you approximately 90 minutes to complete all five questionnaires. If you have further questions about the O*NET program or the questionnaires, please contact me toll-free at 877-233-7348 ext. [BL extension].

Thank you for completing and returning the questionnaires at your earliest convenience.

Sincerely,

[BL Name]
Business Liaison

**RTI Letter to Occupation Expert to Accompany
Questionnaires (without \$40 Incentive)**



3040 Cornwallis Road ■ PO Box 12194 ■ Research Triangle Park, NC 27709-2194 ■ USA

DATE)

(OE NAME)

(ADDRESS)

(ADDRESS)

(ADDRESS)

Dear (OE):

Thank you for agreeing to participate in the O*NET® Data Collection Program as an occupation expert for the occupation of [OCCUPATION]. We greatly appreciate your contribution of expertise concerning this occupation. As we recently discussed on the telephone, enclosed you will find the O*NET questionnaires, a postage-paid return envelope, and a framed Certificate of Appreciation from the U.S. Department of Labor. If you have access to the Internet, you may wish to complete the questionnaires online at <http://onet.rti.org>. In your questionnaire packet, you will find instructions for responding online.

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Thank you for completing and returning the questionnaires at your earliest convenience.

Sincerely,

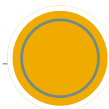
[BL Name]
Business Liaison

**Thank You / Reminder Postcard
for Occupation Expert**

O*NET Data
Collection
Program

Research Triangle
Institute
P.O. Box 12194
Research Triangle
Park
NC 27709-1294





Dear Occupation Expert:

We recently mailed you an O*NET questionnaire package. If you have completed and returned the questionnaires, please accept our sincere thanks. As one of a small group of experts selected to respond for the occupation asked about in the questionnaires, your answers are critical to keeping the occupational information accurate and current in the O*NET database.

There is not much time left in the data collection schedule, so if you have not yet completed and returned the questionnaires, please do so as soon as possible. You may find it convenient to complete the questionnaires online; if so, please refer to any of the questionnaire covers for your unique login credentials, and then visit <https://onet.rti.org> to participate.

Thank you for your help with this important project. If you have any questions, please call the O*NET Operations Center Manager toll-free at 877-233-7348, ext. 100.

Sincerely,

Michael Penne
O*NET Project Director



Replacement Questionnaire Mailing to Occupation Expert

- RTI Letter to Occupation Expert to Accompany Replacement Questionnaires
- Occupation Expert Questionnaire Sequence Post-Its*
- Occupation Expert Method What, Who, & How Brochure*
- Instructions for Completing the Web Version of the O*NET Occupation Expert Questionnaire*
- Business Reply Mail Return Envelope**

*Please refer to the "Information Questionnaire Package to Occupation Expert" for the Occupation Expert Method to view this document.

** Please refer to the "Selected Employee Packet" for the Establishment Method to view this document.

**RTI Letter to Occupation Expert to Accompany
Replacement Questionnaires**

(DATE)

(OE NAME)

(ADDRESS)

(ADDRESS)

(ADDRESS)

Dear (OE):

As we recently discussed on the telephone, enclosed are the replacement questionnaires you requested for participation in the O*NET[®] Data Collection Program. **Please complete the questionnaires in the order indicated on the questionnaire cover**, in as many sittings as your schedule requires. You will also find a postage-paid return envelope for their return. If you have access to the Internet, you may wish to complete the questionnaires online at <http://onet.rti.org>. In your questionnaire packet, you will find instructions for responding online.

Please accept our sincere thanks for your valued input concerning the work of (occupation). Your participation as an occupation expert helps to ensure the success of this important program. If you have further questions about the O*NET program or the questionnaires, please contact me toll-free at 877-233-7348 ext. [BL extension].

Thank you for completing and returning the questionnaires at your earliest convenience.

Sincerely,

[BL Name]
Business Liaison

Occupation Expert Avoider Letters

- RTI Avoider Letter to Occupation Expert for Screening
- DOL Avoider Letter to Occupation Expert for Recruiting
- DOL Avoider Letter to Occupation Expert for Follow-up Calling

**RTI Avider Letter to Occupation Expert
for Screening**



[DATE]

[OE NAME]

[OE ADDRESS]

[OE ADDRESS]

Dear [OE NAME]:

RTI, a non-profit research organization, is assisting the United States Department of Labor in an initiative to build and maintain an occupational database known as the Occupational Information Network (O*NET[®]). The O*NET program represents a vital component of the Department of Labor's effort to develop job-related information that workers can use to prepare themselves for success in the workplace.

You have been selected to participate in this important program. Over the past several weeks, I have telephoned you several times but have been unsuccessful in reaching you. I only need to ask you a few short questions to determine your eligibility to participate as an occupational expert on the work of [OCCUPATION NAME]. This call should take only about 5 minutes of your time.

There is not much time left in the data collection schedule, so it is important that I talk with you as soon as possible. I would greatly appreciate your calling me within the next few days, toll-free, at 877-233-7348 ext. [BL extension]. You may call anytime between 9 a.m. and 5 p.m., Eastern time, Monday through Friday.

I look forward to hearing from you at your earliest convenience, and thank you, in advance, for your cooperation.

Sincerely,

[BL NAME]

O*NET Business Liaison

**DOL Avoider Letter to Occupation Expert
for Recruiting**



[DATE]

[OE NAME]

[OE ADDRESS]

[OE ADDRESS]

Dear [OE NAME]

As you may recall, the U.S. Department of Labor is sponsoring an important data collection program for the Occupational Information Network (O*NET®). Some weeks ago, our representatives at RTI, a non-profit research organization, sent a package of materials to you describing the O*NET program.

You have been selected to participate in the O*NET Data Collection Program as an occupational expert on the work of [OCCUPATION NAME]. Since our initial conversation, we have tried several times, although unsuccessfully, to follow up by phone. The purpose of our call is to verify that you received the package and to talk with you about your voluntary participation in this very important program.

The enclosed brochure provides more information about the O*NET Data Collection Program and the level of participation we are requesting from you. Additional O*NET information is available on the Internet at <http://www.onetcenter.org>.

It is very important that our RTI representative speak with you within the next few days, as this phase of the data collection is coming to a close. Please contact [BL NAME] as soon as possible, toll-free, at 877-233-7348 ext. [BL extension], to discuss your participation in this program. You may call anytime between 9 a.m. and 5 p.m., Eastern time, Monday through Friday. The call should take only a few minutes of your time.

Thank you very much for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment
Reference number 000000

**DOL Avoider Letter to Occupation Expert
for Follow-up Calling**



[DATE]

[OE NAME]
[OE ADDRESS]
[OE ADDRESS]

Dear [OE NAME]:

Thank you for your assistance with the Occupational Information Network (O*NET[®]) Data Collection Program. The information you provide about the occupation of [OCCUPATION NAME] will guide workers interested in learning about those skills that are important for success within this occupation.

I am writing to ask your help in finalizing our data collection activities. Our program records show that the questionnaires we sent you have not yet been returned to RTI. [BL NAME], our program representative at RTI, has attempted to contact you several times to follow up, but has not yet been able to speak with you directly. This phase of the O*NET Data Collection Program is nearly complete, and we have only a short time to obtain this important occupational information from you.

It is very important that we speak with you within the next few days to learn the status of your questionnaires. The deadline for this phase of the data collection program is near.

Please call [BL NAME], toll-free at 1-877-233-7348 ext. [BL Extension] at your earliest convenience. You may call anytime between 9 a.m. and 5 p.m., Eastern time, Monday through Friday. The call should take only a few minutes of your time.

Thanks again for your continued assistance with this important program.

Sincerely,

A handwritten signature in black ink that reads "Pamela L. Frugoli".

Pamela L. Frugoli
O*NET/CareerOneStop/Competency Model Team Lead
Office of Workforce Investment

Reference number 000000

