

# Onboarding Survey

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# Onboarding Survey

Thank you for using USA Staffing onboarding. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

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

Please rate the consistency of speed from page to page on this site.

1	2	3	4	5	6	7	8	9	10	Don't Know	
Poor										Excellent	

Please rate how quickly pages load on this site.

1	2	3	4	5	6	7	8	9	10	Don't Know	
Poor										Excellent	

Please rate how well this site is organized.

1	2	3	4	5	6	7	8	9	10	Don't Know	
Poor										Excellent	

Please rate the options available for navigating this site.

1	2	3	4	5	6	7	8	9	10	Don't Know	
Poor										Excellent	

Please rate the procedures to accomplish tasks on this site.

1	2	3	4	5	6	7	8	9	10	Don't Know	
Poor										Excellent	

Please rate the number of steps needed to complete task(s) on this site.

1	2	3	4	5	6	7	8	9	10	Don't Know
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Poor

Excellent

What is your overall satisfaction with this site?

1	2	3	4	5	6	7	8	9	10	
Very Dissatisfied										Very Satisfied

How well does this site meet your expectations?

1	2	3	4	5	6	7	8	9	10	
Falls Short										Exceeds

How does this site compare to your idea of an ideal website?

1	2	3	4	5	6	7	8	9	10	
Not Very Close										Very Close

After today's website visit, how likely are you to use this site rather than seeking other ways in which to submit your information?

1	2	3	4	5	6	7	8	9	10	
Very Unlikely										Very Likely

After today's website visit, how likely are you to call theHR contact regarding the forms you completed or documents you submitted?

1	2	3	4	5	6	7	8	9	10	
Very Unlikely										Very Likely

After today's website visit, how likely are you to recommend this site to someone else who needs to submit information before starting a federal job?

1	2	3	4	5	6	7	8	9	10	
Very Unlikely										Very Likely

Did you require assistance during your visit today?

- ☐ Yes  
☐ No

Please rate the thoroughness of support information on this site.

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1  2  3  4  5  6  7  8  9  10

Not at all thorough                      Very thorough

Please rate how understandable the support information is on this site.

1  2  3  4  5  6  7  8  9  10

Not understandable                      Very understandable

Please rate how well the support information provides answers to your questions.

1  2  3  4  5  6  7  8  9  10

Not at all well                      Very well

Is today your first visit to the USA Staffing onboarding website?

How was your experience completing the new hire questionnaire?

- ☐ No problems at all
- ☐ I ran into a little trouble

Please explain the trouble you experienced while completing the new hire questionnaire.

Did you complete a form on today's visit?

- ☐ Yes
- ☐ No

How was your experience with completing a form today?

- ☐ No problems at all
- ☐ I ran into a little trouble

Do you recall which form you needed to complete?

- ☐ Yes
- ☐ I'm not sure

Please tell us which form it was, so we can make improvements.

Please explain the trouble you experienced completing a form.

Did you submit any forms today?

- ☐ Yes
- ☐ No

Did you upload any documents on today's visit?

- ☐ Yes
- ☐ No

How was your experience uploading a document today?

- ☐ No problems at all
- ☐ I ran into a little trouble

Do you recall which document you had trouble uploading?

- ☐ Yes
- ☐ I'm not sure

Please tell us which document it was, so we can make improvements.

Please explain the trouble you experienced uploading a document.

Please tell us if you had difficulty with any areas of the system that did not include the questionnaire, forms, or documents. Please be specific.

Were you able to contact the agency HR representative if you had questions or needed assistance?

- ☐ Yes

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- ☐ No
- ☐ I did not need to contact an agency HR representative

Were they able to resolve your issue?

- ☐ Yes
- ☐ No

Why were they not able to resolve your issue?

What prevented you from contacting an agency HR representative?

Have you ever worked for the Federal Government?

- ☐ Yes, I currently work for the Federal government
- ☐ Yes, I have worked for the Federal government but currently do not
- ☐ No, I have never worked for the Federal government

Do you use a computer daily in your current job?

- ☐ Yes
- ☐ No
- ☐ I'm not currently working

What one change would most improve your experience using the USA Staffing onboarding website?

Next