

Application Manager Survey

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Thank you for visiting our site. 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 experience possible.

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

How likely are you to recommend this site to someone else who needs to apply for a federal job?

1 2 3 4 5 6 7 8 9 10

Very Unlikely

Very Likely

How likely are you to use this site as your primary resource to find a job?

1 2 3 4 5 6 7 8 9 10

Very Unlikely

Very Likely

Were you able to complete your application in one visit?

☐ Yes

☐ No

Which of the following best describes what prevented you from completing your application in one visit?

- ☐ Not enough time to complete before I had to end my session
- ☐ Exceeded maximum time (site timed out)
- ☐ Did not have the required information or supporting documents
- ☐ Site was unavailable
- ☐ Other

Please explain

Please indicate which of the following best describes your experience with the site performance of the application today.

- ☐ No problem with site performance
- ☐ Pages loaded slowly
- ☐ Pages loaded incompletely
- ☐ Error messages
- ☐ Documents would not upload
- ☐ Other

Please explain

What prevented the document from uploading?

- ☐ Document too large (exceeding 3 MB limitation)
- ☐ Unacceptable file type
- ☐ Document certified or encrypted
- ☐ Other error
- ☐ I'm not sure

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Please indicate which of the following best describes your experience with navigating the application today.

- ☐ No problem with navigation
- ☐ Navigation was unclear
- ☐ I was unable to return to previous section
- ☐ I was unable to move ahead to the next section
- ☐ Other

Please explain

Please indicate which of the following best describes your experience with the visual components of the application.

- ☐ No problem with the visual components
- ☐ Difficult to read because the font was small
- ☐ Difficult to read because of multiple fonts or bad formatting
- ☐ Other

Please explain

Please indicate which of the following is true of the information provided on this site.

- ☐ Information is thorough
- ☐ Information is understandable
- ☐ Information answers your questions
- ☐ None of the above
- ☐ Other

Please explain

Was the order of steps within the application logical?

- ☐ Yes
- ☐ No

What step(s) seemed to be out of order?

Were the instructions within the application sufficient?

- ☐ Yes
- ☐ No

Please indicate in what section of the application the instructions need improvement.

Were the questions within the application relevant to you and the position you're applying to?

- ☐ Yes
- ☐ No

In what way?

- ☐ Not relevant to the position for which I'm applying
- ☐ Not relevant to my experience and/or education
- ☐ Other

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Is there any other aspect of the application process itself that might be improved?

- ☐ Yes
☐ No

Please explain

Do you use a computer daily in your current job?

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

Next