

General User Feedback on O*NET

National Academy of Science

Phil M. Lewis
David R. Rivkin
National Center for O*NET Development

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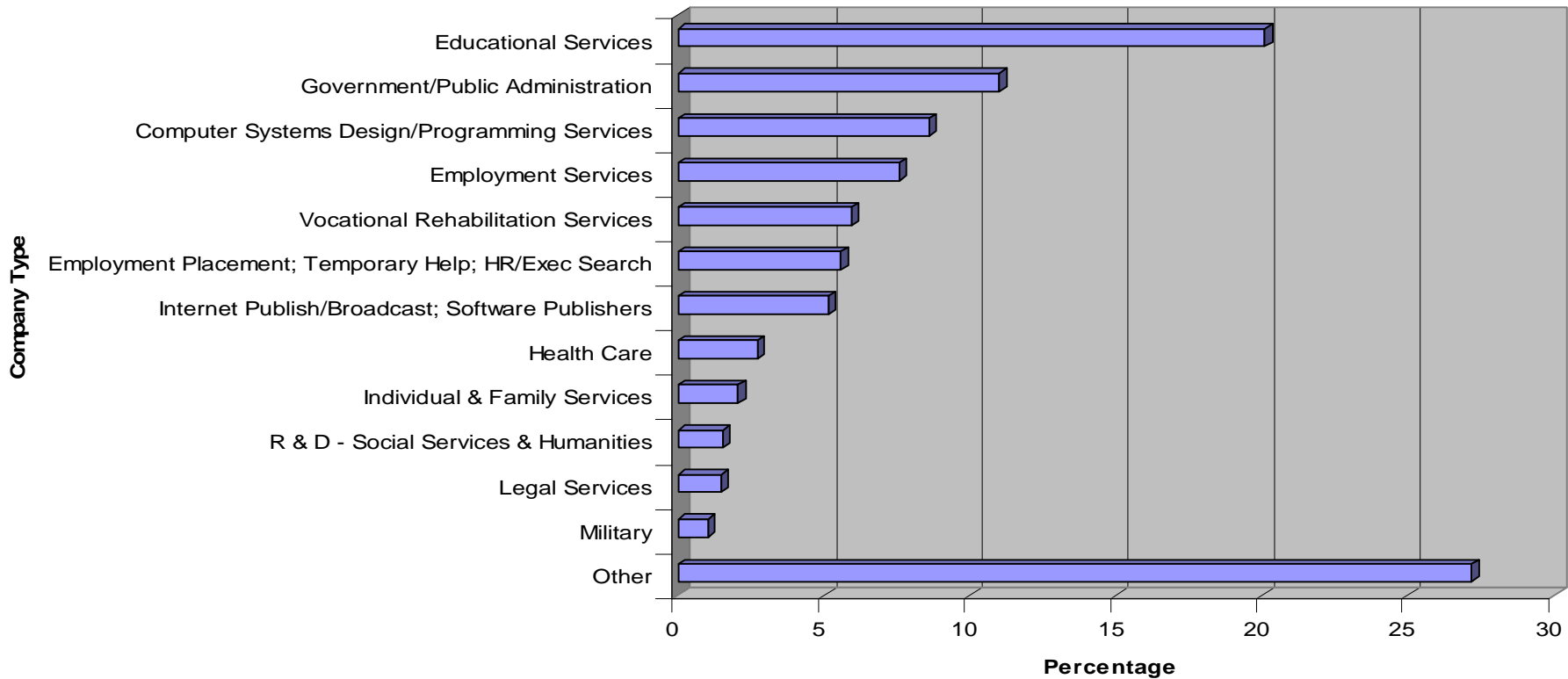


General User Feedback on O*NET

- Use of O*NET
 - Voluntary Product Certifications
 - Voluntary Career Tools Registrations
 - Customer Use of O*NET Online
 - International Use
- O*NET Customer Assistance
 - Overview
 - Content Analysis of Customer Contacts
- Customer Feedback
 - Specific Examples by Customer Contact Category

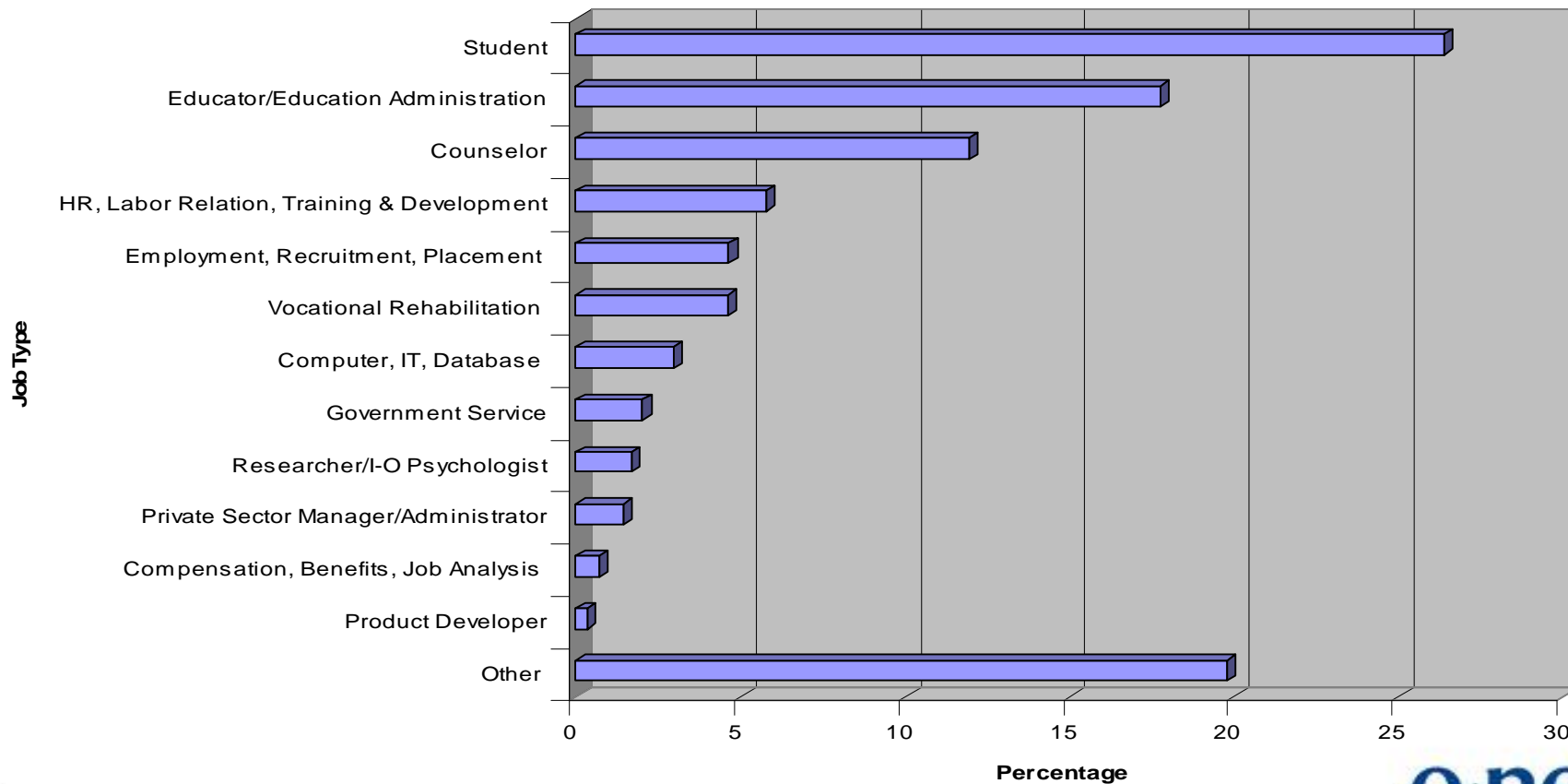
O*NET Voluntary Certifications

Percentage of Voluntary O*NET Certifications by Company Type



O*NET Voluntary Career Tools Registrations

Percentage of Voluntary O*NET Career Tools Registrations by Job Type

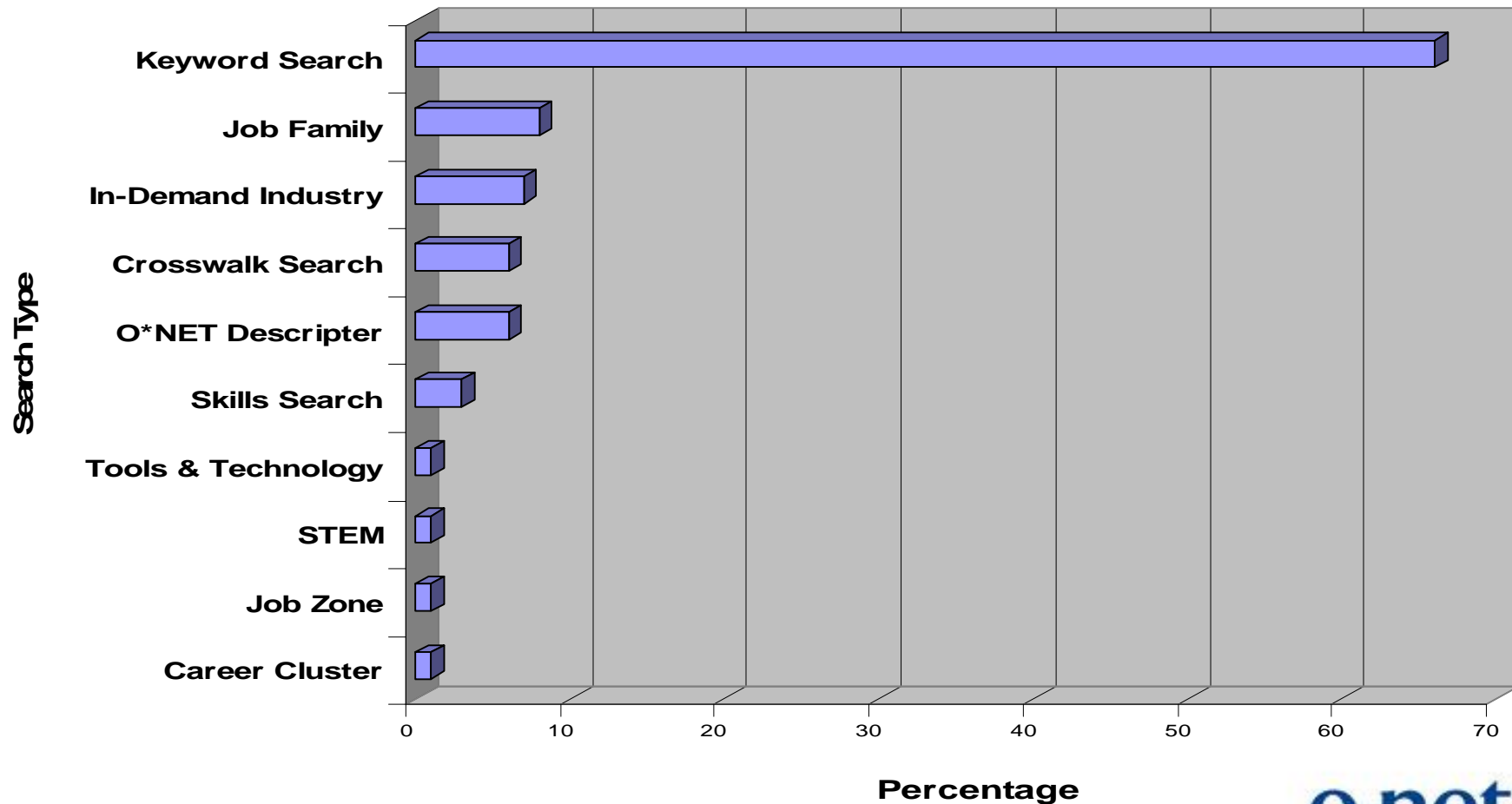


Customer Use of O*NET Online (2008)

- 9+ million visitors
 - 10.5 million searches
 - 13+ million occupational reports viewed
 - 3.5+ million “saved” reports
 - Currency of occupation data examined 236,000+ times

Online Search Type Popularity

2008 O*NET Online Use by Search Type



O*NET International Use

- 96 Countries Completed Voluntary Product Certification
- 92 Countries Completed Voluntary Career Tools Registration
- In 2008, 192 Countries used O*NET Online, Resource Center, and/or Code Connector
 - Top International users
 - Australia
 - Canada
 - European Union
 - England
 - South Africa
 - Germany
 - India
 - Hong Kong

O*NET Customer Assistance

- Variety of Opportunities/Vehicles for Customers to Provide Questions/Feedback
 - O*NET Customer Service Center
 - Voice & E-mail functions
 - O*NET Websites
 - Resource Center, Online, Code Connector, Data Collection, Academy
 - Links, Rate this Page Opportunities
 - Frequently Asked Question Section
 - Department of Labor
 - DOL Initiatives, Internal DOL Clients, Formal Requests
 - Occupational Code Assistance (OCA) Process
 - Formal request for assistance with Occupational Coding

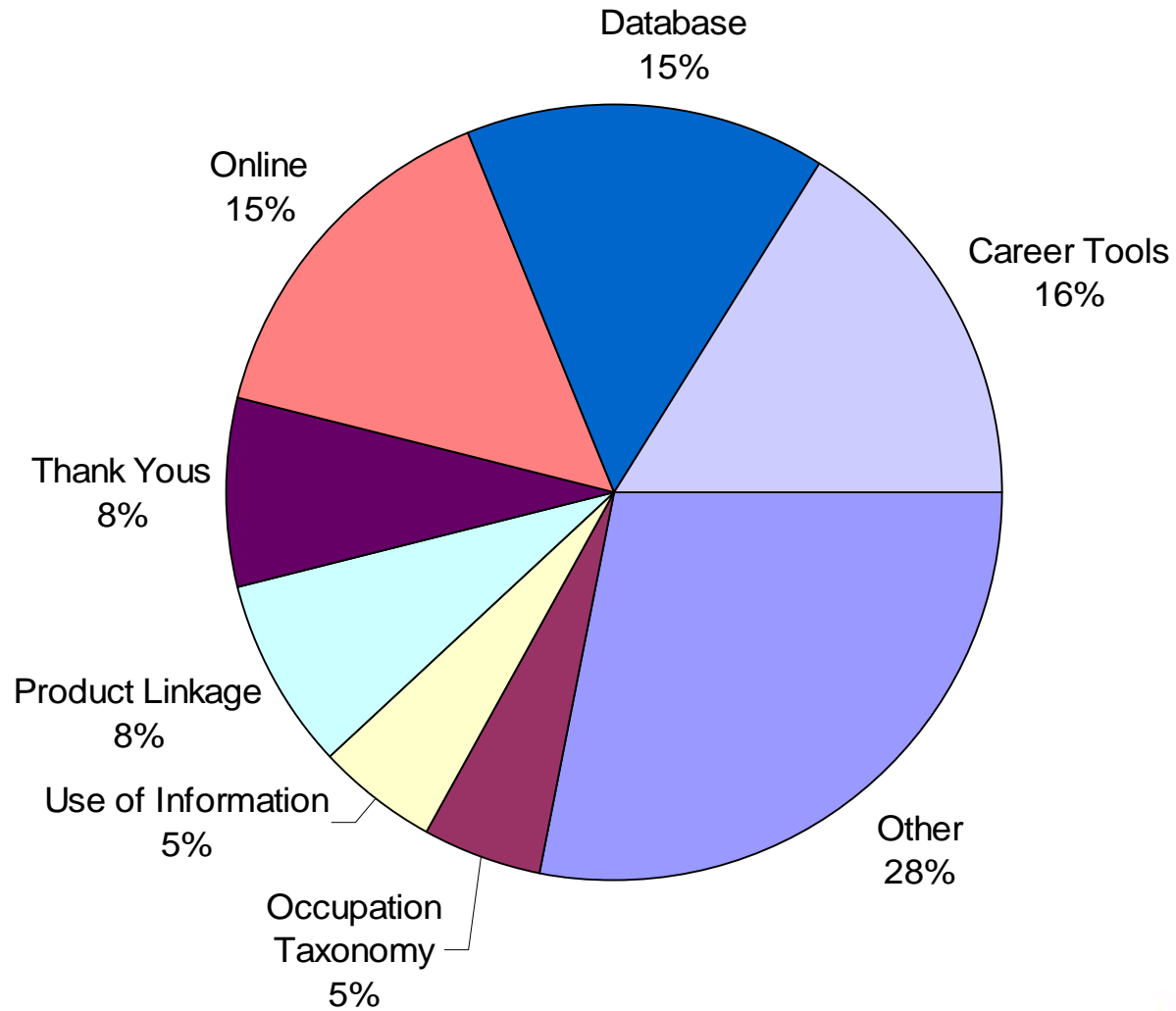
O*NET Customer Assistance (cont.)

- Technical Assistance/Special Projects
- Customer Service

O*NET Customer Service Center

- Staffed by two core individuals
 - Access to all Center Staff & Consultants
- 3200+ inquires over past two years
 - Usually about 100 per month
 - Goal to respond to inquires within 48 hours

Content Analysis of O*NET Customer Contacts



O*NET "Other" Customer Contacts

- Code Connector
- Content Model
- Data Collection
- Data Quality
- Green Economy
- Foreign Language Versions
- Training

Career Tools Feedback

- Additional tools for other domains
- Audio versions
- Combined instrument score report application
- Electronic version of the Ability Profiler
- Electronic version of the Work Importance Locator
- Shorter version of Interest Profiler
- Web version of instruments
 - Enable tools to be “framed” within external sites

Code Connector Feedback

- Batch processing version

Content Model Feedback

- Appropriate use of information
- Collect certification data
- Collect additional physical abilities (e.g., strength) data

Data Collection Feedback

- More occupations with Tools & Technology data

Data Quality Feedback

- Data quality for specific occupations
 - Motorboat Operators; Nurses
- Job Zone assignment
 - Occupations related to Foreign Labor Certification
- Quality of math skill & science ratings
 - Subset of occupations published with analysts data

Database Feedback

- Availability in other database program formats
- Availability of individual level data
- Availability of industry level data

Foreign Language Version Feedback

- Updated version of Spanish Database
- Multiple language availability
 - Career Exploration Tools
 - Database
 - Online

Green Economy Feedback

- Definition of “green”
- Identification of green occupations

Occupational Taxonomy Feedback

- Different occupation titles
 - O*NET-SOC; SOC
- More detailed occupations
 - Associations; individuals; large organizations
- More IT related occupations
- New occupations

O*NET Online Feedback

- Career exploration tool search
 - Interests, Work Values, multiple instrument score entry
- Career path application
- Green occupation search
- Industry level information
- Links to job postings
- Related occupations
 - Different versions depending on customer purpose
- Standalone version
- Work activity search

Product Linkage Feedback

- Association links within Online
- Product/Service links within Online & Resource Center

Training Feedback

- Face-to-face training/presentation requests

Use of Information Feedback

- Method to get hardcopies of Career Tools beyond GPO

Questions, Feedback, Additional Input?

www.onetcenter.org
online.onetcenter.org

or

Customer Service

National Center for O*NET Development:

e-mail: onet@ncmail.net