

# PROGRAM OPERATIONS

STANDARD OPERATING PROCEDURES



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## Registration & Client Assignments

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**Hire Heroes USA client registration remains open at all times. Clients are assigned to Transition Specialists each Monday morning based on staff capacity. The registration and assignment process is outlined below.**

**Step 1** – Client registers for services via the Hire Heroes USA MyTrak website

**Step 2** – Client receives confirmation email (see Appendix B)

**Step 3** – Registrants from Monday – Sunday that completed the Essentials portion of profile are filtered based on Tier priority (see Appendix A)

**Step 4** – Clients are assigned to Transition Specialists on Monday based on Tier & Date Essentials Complete

- Number assigned based off weekly registration allotments on Google Doc
- Assigned in regards to time zone and office location (i.e. a client that lives in Arizona will be assigned to a Transition Specialist in the Midwest/West)

**Step 5** – Assigned clients receive registration success email (see Appendix C)

**Step 6** – Remaining clients turn into AVRs and receive registration failure email (see Appendix D)

**Note:** TS referrals not assigned due to capacity can be assigned if Transition Specialist would like to work with them in addition to their weekly allotment.

## TS Referral Requests

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**If a Transition Specialist has a referral, a client they would like assigned to them, they must submit the request via Salesforce.**

**Step 1** - Go to contact's account in Salesforce

**Step 2** - Under System Information fill in the TS Referral Requested By field and save

**Note:** The deadline for TS Referral Requests is NLT COB Friday for the following week.

**Note:** TS referrals do not receive assignment priority meaning if they are not a Tier 1 or 2 client they may not be assigned and will need to re-submit their email via the AVR link they receive to be assigned the following week.

## Operations Communications

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**The Operations Department has two ways of disseminating information company wide, outlined below.**

**Operations Update** - Weekly email update that reports a Last week summary, This week items, and calendar events for the week.

**Ops In the Know** - Monthly document which highlights specific Salesforce functions and processes and provides links to documents available for reference. Stored in Common Docs > Operations folder > Ops In the Know.

## Operations - Mass Email Procedures

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**Mass emails going to internal clients is centralized with the Operations Department.**

**The Operations Department will handle mass messaging for the following:**

- ☐ **All mass emails over 1,000 recipients**
- ☐ **All internal marketing for events that our team is supporting (Webinars, Virtual Career Fairs, and Career Seminars specifically; Virtual Workshops and Federal Workshops if applicable), regardless of distribution size.**
- ☐ **A Mass Email Request should be submitted for these instances, outlined below.**

**Step 1** - Click Operations Requests

**Step 2** - Click New

**Step 3** - Choose Request Type: Mass Emails

**Step 4** - Please include:

- Your department
- When you want email sent out
- Distribution criteria (i.e. Green & Purple clients)
- Priority
- Messaging as well as a Google Docs link to any copy or formatting you would like included

**Note:** Separate requests for promotional messaging for internal client outreach is not necessary. The Operations Team will confirm distribution dates with the requester and that information will be reflected on the Ops Calendar.

## Operations - In Person Workshop Procedures

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- ☐ **Area Manager notifies Ops of workshop and POC (approved by Director of Client Services prior to sending to Ops) via Operations Request**

**Operations Request to Include:**

- Includes 5W's written by AM
- Actions Requested (i.e. Eventbrite page creation / messaging)
- Registration Created: Yes / No
- Capacity & Waitlist numbers
- Client Outreach: Yes / No
  - If Yes, include distribution criteria (i.e. green & purple clients) as well as distribution dates
- Description

- Event Page Content
- If Client Outreach = Yes, include messaging

**Note:** Description & Client Outreach content should be approved by marketing and shared as a Google Doc Link in the Operations Request so that changes / updates can be easily communicated.

Once the Operations Request is received, Operations will take the following actions:

- ☐ **Add workshop to Calendars, Events Tracker and Workshop Tracker on Google Drive**
- ☐ **Create Eventbrite registration page**
- ☐ **Send registration link to workshop POC and cc Marketing**
  - Marketing will work directly with workshop POC from this point forward to create flyer
  - If using EventBrite, Ops will import registrants to Salesforce the day before the workshop.
- ☐ **If not using EventBrite, receive workshop spreadsheet from team lead by COB on Friday**
  - Upload to Salesforce as workshop participants
  - Assign clients to Transition Specialists
- ☐ **Ensure documents are in correct workshop folder in Google Drive after workshop is complete**
  - Workshop After Action Documents folder - <https://drive.google.com/drive/u/0/folders/0B7-XxjVXDcsWMTZEdUtPU0VNUVU>

## Operations - Virtual Workshop Procedures

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- ☐ **Organizer notifies Ops of workshop and POC (approved by Director of Client Services prior to sending to Ops) via Operations Request**

### **Operations Request to Include:**

- Includes 5W's written by AM
- Actions Requested (i.e. campaign / messaging)
- Client Outreach: Yes / No
  - If Yes, include distribution criteria (i.e. green & purple clients) as well as distribution dates
  - Outreach messaging
- Details

**Note:** Description & Client Outreach content should be approved by marketing and shared as a Google Doc Link in the Operations Request so that changes / updates can be easily communicated.

Once the Operations Request is received, Operations will take the following actions:

- ☐ **Add workshop to Calendars, Events Tracker and Workshop Tracker on Google Drive**

Once the event has taken place, Operations will take the following actions:

☐ **Import attendance spreadsheet**

- Sent from Virtual Services Manager
- Check for current clients in Salesforce
  - Add clients to virtual workshop campaign
  - Remove from spreadsheet
- Import Clients via data loader or Data Import Wizard and add to appropriate Campaign
- Send Workshop Survey

## Employee Departures

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**When a transition specialist leaves the company, transfers to a different department, or are terminated, Operations will reassign their current Red, Green and Purple clients to other transition specialists. The process for which these assignments take place is outlined below.**

☐ **Receive reassignment list from Process Improvement Manager (PIM)**

☐ **Pull list of clients to be reassigned**

- *Use for Reassignment* report in Salesforce
  - Update Contact Owner filter to departing employee(s)
  - Export to CSV
    - Change Contact Owner header to Owner ID
    - Assign according to list from PIM
    - Add column titled Client Transfer Date and enter the current date for all clients on list
  - Import via data loader
- Create report to show assignments in Salesforce
  - Filters → Client Transfer Date - CURRENT DATE; Active color NOT EQUAL TO Blue,Black,Grey
  - Save as Client Reassignments MONTH YEAR
- Notify reassignments are complete
  - Email AMs of each TS receiving clients + Director of Client Services + PIM + Ops
  - Include link to reassignment Salesforce report

**In instances where **multiple** transition specialists leave the company, transfer to a different department, or are terminated, the process for which these assignments take place is outlined below.**

☐ **Ops will update shared Client Reassignment Worksheet based on current Red, Purple, and Green assignments for each VTS (**Red** section)**

☐ **Director of Client Services will update list of clients to be re-assigned (based on current VTS client load) via shared Client Reassignment Worksheet**

- <https://docs.google.com/spreadsheets/d/1pcqKIOPNIVKQg3cX9DFvjeBh5POzW-YJWgwsklIkA2E/edit#gid=0>

- **Clients are reassigned the day after the employee's last day according to the aforementioned list (i.e. if employee's last day is a Wednesday then clients will be reassigned on Thursday).**
  - Note: if employee's last day is on a Friday then clients will be reassigned the following Monday.
  - Departing employee should not receive any new clients and instead will conduct follow up on all clients prior to leaving the organization.
  - In the event that an employee is terminated, reassignment list should be updated as soon as HR sends termination notification to the organization. Clients will be reassigned after list is finalized.
- **Newly re-assigned clients receive automated email as notification of their new Transition Specialist (see Appendix E).**
  - Transition Specialists should reach out to each new client to offer an introduction

## Automated Emails

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**Hire Heroes USA clients receive automated emails depending on their status in the system. These include emails when registering and when assigned/re-assigned to a Transition Specialist. In addition, clients receive automated emails when in the following statuses:**

- **Active Color = Green (Appendix F)**
  - Sent 2 hours after client turned Green
  - Survey to receive feedback of services so far
- **Confirmed Hire = True (Appendix G)**
  - Sent as soon as True – Congratulations on the job from CEO
    - Additional email sent 2 hours later includes Alumni survey + Success Story Option
    - Client clicks 'yes' to complete Success Story in Alumni Survey and is sent the Success Story email immediately
- **VP Dash Date + 1 Year (Appendix H)**
  - Sent 1 year after VP Dash Date
  - One-question survey to determine how long client stayed in new career

**\*See Appendix I for list of survey questions sent to clients\***

## Appendix A: Priority Tiers for Client Registration & Assessment

**Tier 1** – Hire Heroes USA MOU partner referrals / multiple AVRs

**Tier 2** – Unemployed veterans and spouses / Pending medical separation / Under-employed

**Tier 3** – Service members transitioning within 6 months

**Tier 4** – TS referrals / non-grant agreement partner referrals

**Tier 5** – Employed / Temporary or Contract Employee / Student not seeking full-time employment

Tier 1 Partner Referrals

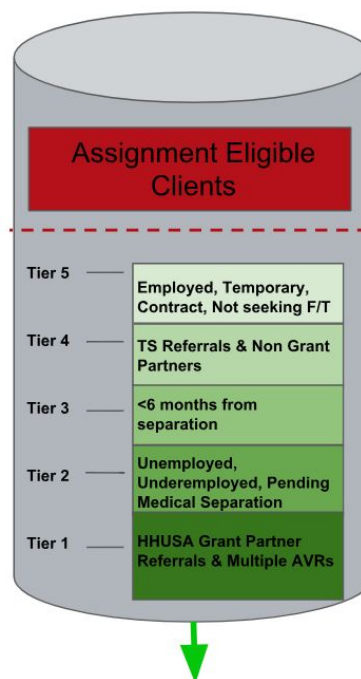


Tier 4 Partner Referrals



Online Registrants

Registration Bucket



**VTS Assignment on Monday**

### How Registration Works

Upon registering, all clients will be informed that they will be notified about successful registration the following Monday. Those that don't make the cut will automatically be turned into AVRs the following Tuesday after reassignments.



## Appendix B: Registration Confirmation Email

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**Sent upon completion of essentials**

Hello Cori,

*Thank you for beginning your registration process with Hire Heroes USA! We appreciate your patience as we try to accommodate as many veterans and military spouses as possible. Due to high demand and in order to ensure that we can assist clients with the greatest need, we typically notify you the following Monday morning if you are successfully registered for services with Hire Heroes USA.*

*Once your account has been confirmed, you will be contacted by a Veteran Transition Specialist and he or she will work with you to develop a new resume and grant you access to the Hire Heroes USA Job Board. The Job Board is a free online forum where you can access job leads posted by some of our employment partners.*

*In the off chance that high demand prevents the confirmation of your registration, you will be provided with a series of short steps that will allow you to re-register for the following week.*

Thank You,  
Hire Heroes USA

## Appendix C: Registration Success Email

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**Sent upon being assigned a TS**

Hello Cori,

*You are successfully registered for free, personalized career coaching with Hire Heroes USA. Your Veteran Transition Specialist Cori Williams will contact you via phone and email shortly. Upon contact, an initial assessment will be conducted, along with an in-depth explanation of our transition assistance services. These services include: professional resume revision, career counseling, mock interviews, networking guidance, and more.*

*After your resume is completed with the assistance of your Veteran Transition Specialist, you will be given access to Hire Heroes USA's online Job Board. Through the Job Board, you will be able to view and apply for current positions posted by military-friendly companies nationwide.*

*If you have any questions, you can reach your Veteran Transition Specialist directly at:*

Cori Williams  
cwilliams@hireheroesusa.org  
+1 4047716723

*Thank you for your military service, or for serving as a military spouse. We look forward to working with you.  
All the best, Hire Heroes USA*

## Appendix D: Registration Failure Email (Non-MyTrak Registrant)

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If not assigned a TS, sent Tuesday at 3:00p

Hello Cori,

We appreciate your interest in our free services! We regret to inform you that we were unable to confirm your registration due to our capacity to serve this high demand. We certainly appreciate your patience as we try to accommodate as many veterans and military spouses as possible.

Please re-visit the Hire Heroes USA Website as soon as possible and register again for our services. You can simplify your request submission by using the same email address you used to register the first time. Simply click [this link](#) and re-enter your email address, then click Submit. Upon completion, you will be added to the top of the list to be assigned next week.

In the meantime, please feel free to use our free resources to improve your resume writing, networking, and job search skills: <https://www.hireheroesusa.org/resume-tools/>

We hope you will confirm your information as registration reopens each Monday and are excited to begin sharing our resources with you for a successful job search!

Thank You,  
Hire Heroes USA



## Registration Failure Email (MyTrak Registrant)

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If not assigned a TS, sent Tuesday 3:00p

Hello DO NOT DELETE,

We appreciate your interest in our free services! Because we offer personalized services, we have to limit the number of clients we take in each week. Unfortunately we were unable to connect you to a Transition Specialist due to the high demand for these services. However, if you are still interested, we have a couple of available options for you. [Please click here](#) to watch a short video about your options.

Service Delivery Options		
	 <b>PaCT</b> Assistance from Transition Specialist	 <b>HHELP</b> Self-paced online training content
Personalized Service	✓	✓
Career Mentoring	✓	✓
Exclusive Job Board Access	✓	✓
Resume Assistance	✓	✓
Online Training Content	✗	✓
Assigned Specialist w/ Routine Communication	✓	✗

If you are a virtual learner that is self-sufficient and prefers less hands-on support, we would like to provide you the opportunity to enroll in our **NEW Hire Heroes USA E-Learning Platform (HHELP)** so that you can begin connecting to resources immediately. These online training modules are designed to meet you where you're at in your job search. This track means you will not be assigned a Transition Specialist, but personalized assistance is always available at your request. If you would like to utilize these resources, **just click [this link](#) to complete your registration for HHELP**. This link is unique to you so please do not share it with anyone else. Once registered, you'll receive **access to the curriculum for 14 days**, yet follow-on support remains available until you are settled into your next career; extended access is available upon request.

**If you prefer more hands-on assistance and frequent communication with a Transition Specialists**, we would recommend our standard **Partnered Career Transition (PaCT)** assistance. The Transition Specialist will serve as your job search buddy to help you navigate the process until you are settled into your next career by calling you every 21 days for an update to help you troubleshoot any issues you are facing. If PaCT sounds right for you please **simply click [this link](#) , confirm your interest and click Submit**. While assignment is never guaranteed, an additional interest confirmation will receive greater priority on Monday.

We appreciate your patience as we try to accommodate as many veterans and military spouses as possible! Note that if you take no action, your registration status may revert to inactive.

Thank You,  
Hire Heroes USA

## Appendix E: New TS Assignment Email

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Sent upon assignment to a new TS

Hello Cori,

Thank you for trusting Hire Heroes USA to assist you in your search for quality civilian employment. We want to ensure we're doing everything we can to empower you toward leveraging your skills and leadership in a new career.

Please be advised that due to an administrative change, you have been transferred to a new Veteran Transition Specialist. Your new VTS Marsha Dickerson, will contact you via phone and email shortly. If you have any questions, you can reach your new Veteran Transition Specialist directly at:

mdickerson@hireheroesusa.org  
+1 4705644594

Thank you for your military service, or for serving as a military spouse. We look forward to working with you.

All the best,  
Hire Heroes USA

## Appendix F: Green Vet Survey Email

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Sent +21 days after client is turned green

Hello {First Name}

We recognize that the job search can be difficult, and we want to make sure that we're doing everything to empower you during this undertaking. Having completed the early stages of the job search process, we wanted to see how well we've met your intent thus far.

Please complete this brief survey to provide feedback about your experience thus far with Hire Heroes USA:

<https://www.getfeedback.com/r/rju6SaVa?ContactOD=0033800002iE7J0>

This information is important to use, especially as we look to improve the quality of services to other veterans, service members, and military spouses.

Thank you for your participation.  
The Hire Heroes USA Team

## Appendix G: Confirmed Hire & Alumni Survey Emails

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### Confirmed Hire Email

Sent upon confirmed Hire status

*Hello {First Name}*

*Congratulations on your recent accomplishments! You are receiving this message because you have significantly advanced your job search resulting in employment in a position that matches your desires or skills, so thank you for trusting Hire Heroes USA to assist you in your search for quality civilian employment.*

*You will soon be receiving a survey from us asking how well we were able to assist you in your employment search. This information is extremely critical for us to improve the quality of our services and help other veterans, service members, and military spouses. We greatly appreciate your participation and welcome any comments or suggestions.*

*Please know that we will always be here to assist you. Though you have successfully advanced your career, you can always reach out to us if you need any further assistance beyond this point. And if you know of any other military veterans, service members, or spouses that may need any assistance in their career search, please encourage them to [register](#) for services as well.*

*Once again congratulations and good luck to you!*

### Alumni Survey Email

Sent 2 hours after confirmed hire

*Hello {First Name}*

*You are receiving this message because you registered for online career counseling or attended a workshop from Hire Heroes USA in the past, and as a result have significantly advanced your job search resulting in employment in a position that matches your desires or skills.*

*So with that, we would like to congratulate you on your accomplishments! We are honored that we were able to assist you through your transition. It is our goal to maintain best-in-class career transition services in order to help diminish the problem of veteran unemployment. As a Hire Heroes USA alumnus, your opinion is important to us.*

*Please complete this brief survey to provide feedback about your experience with Hire Heroes USA:*

<https://www.getfeedback.com/r/0FhOYFV9?ContactId=0033800002iE7j0>

*We greatly appreciate your participation and welcome any comments or suggestions.*

*Thank you for your participation,  
The Hire Heroes USA Team*

### Success Story Email

Sent if client selects “willing to complete a Success Story” in the retention survey

Hi {First Name},

Thanks for your interest in providing your "Success Story" about finding employment through Hire Heroes USA's employment services.

By sharing your experience and your struggles prior to registering with us, we are able to help more transitioning military members, veterans, and military spouses - just like you.

Your story - and the stories of all of our clients - is important, not only to our staff and funders, but also to the military members, veterans and spouses who will seek our assistance in the future - whether they are unemployed, underemployed, transitioning, or just looking for a change in career.

Please click the link below to begin:

<https://www.getfeedback.com/r/RVLxSQec?ContactId=0033800002VefJr>

Thank you for your participation,  
The Hire Heroes USA Team

## Appendix H: Hire Heroes USA Employment Retention Survey

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Sent 12, 24, 36 months after VP Dash date

Hello {First Name},

You are receiving this message because you registered for online career counseling or attended a workshop from Hire Heroes USA in the past, and as a result you have significantly advanced your job search resulting in employment in a position that matches your desires or skills.

In an effort to determine the retention rate of the veterans and spouses that we've worked with and to improve the quality of our services, we would like to request you to take a brief one-question survey.

We recognize that you may have received surveys from us in the past, perhaps even relatively recently. Please know that all of this goes towards helping us provide better services to other veterans, service members and military spouses in need of assistance.

We greatly appreciate your participation!

Please click the link below to start the survey:

<https://www.getfeedback.com/r/sA7KDCjM?ContactID=0033800002le7J0>

Thank you for your participation,  
The Hire Heroes USA Team

## Appendix I: Survey Question List

### Survey Questions / Mapped Salesforce Field

#### Green Client Survey

- I learned new information that will help me in my career search. **Knowledge and Empowerment Rating**
- My resume now effectively represents my professional knowledge, skills and abilities. **Resume Effectiveness Rating**
- I would rate my Veteran Transition specialist subject matter expertise as: **SME Rating**
- Hire Heroes USA met my expectations: **Expectations Met Rating**
- I would recommend Hire Heroes USA to my fellow service members / spouses: **Recommendation Rating**
- Please provide any additional feedback that you would like to share with Hire Heroes USA to include recommendations, what found most helpful, and what you found least helpful. **Additional Feedback**

#### Alumni Survey

- How satisfied are you with Hire Heroes USA's services? **Service Satisfaction Rating**
- After receiving Hire Heroes USA's services, I am more confident in my ability to gain employment: **Knowledge and Empowerment Rating**
- Hire Heroes USA met my expectations: **Expectations Met Rating**
- I would recommend Hire Heroes USA to my fellow service members / spouses: **Recommendation Rating**
- Were you unemployed when you registered for Hire Heroes USA? **Unemployed Before Registration**
- How long were you unemployed before registering with Hire Heroes USA (in months)? **Length of Unemployment**
- How long were you unemployed or seeking new employment during the entire length of your job search? (in months) **Entire length of Unemployment**
- Did you at any point become unemployed after registering with Hire Heroes USA? **Unemployed After Registration**
- How long were you unemployed after registering with Hire Heroes USA? (in months) **Unemployment length after registration**
- What date did you start work with the employer that Hire Heroes USA assisted you in finding? **Employment start date**
- How long did it take to find a job after registering with Hire Heroes USA? **Time to Hire**
- If you found employment with help from Hire Heroes USA, please describe your annual salary range. **Salary Range**
- If you completed a job-to-job transition, please describe the change in your annual salary from the previous position. **Salary Change**
- How satisfied are you with your current employment situation? **Employment Satisfaction Rating**

- Please provide any additional feedback you would like to share with Hire Heroes USA to include recommendations, what you found most helpful, and what you found least helpful.  
**Additional Feedback**
- Success stories and testimonials are an important way for us to promote our services to other U.S military members, veterans, and spouses who are looking to find employment success. Would you like to share your story with others who could benefit from Hire Heroes USA's free career coaching services? If you agree, you will receive an additional survey link to complete the success story. By completing a success story, you will be entered a drawing for a \$50 Amazon gift card! **Willing to complete success story?**

### Career Counseling Survey

- What were the main topics of discussion (Networking/LinkedIn, Interviewing, General Job Search, or Specific Industry)? **Topic of Discussion**
- Please write the name of the volunteer that assisted you?
- Did the volunteer call at the scheduled time? (Y/N) **Call Conducted on Time**
- How long did the call last? (1-30 min; 31-60 mins, more than 1 hr.) **Call duration**
- I would rate the volunteer's subject matter as: (poor – excellent) **SME Rating**
- The feedback provided was helpful: strongly disagree – strongly agree) **Feedback Helpfulness**
- This service better prepared me for my job search: (strongly disagree – strongly agree) **Knowledge and Empowerment Rating**
- I am satisfied with the services offered by Hire Heroes USA volunteer (strongly disagree – strongly agree) **Expectations Met Rating**
- I would recommend this service to my fellow veterans or spouses (strongly disagree – strongly agree) **Recommendation Rating**
- Please provide any additional feedback that you would like to share with HHUSA to include recommendation, what you found most helpful, and what you found least helpful.  
**Additional Feedback**

### Mock Interview Survey

- Please write the name of the volunteer that assisted you.
- Did the volunteer call at the scheduled time? (Y/N) **Call Conducted on Time**
- How long did the call last? (1-39 min; 31-60 mins, more than 1 hr.) **Call Duration**
- I would rate the volunteer's subject matter expertise as: (poor – excellent) **SME Rating**
- The feedback provided was helpful: (strongly disagree – strongly agree) **Feedback Helpfulness**
- I have a real job interview scheduled: (Y/N) **Job Interview Scheduled**
- This service better prepared me for the future interviews: (strongly disagree – strongly agree) **Knowledge and Empowerment Rating**
- I am satisfied with the services offered by the Hire Heroes USA volunteer. (strongly disagree – strongly agree) **Expectations Met Rating**
- I would recommend this service to my fellow veterans or spouses (strongly disagree – strongly agree) **Recommendation Rating**
- Please provide any additional feedback that you would like to share with HHUSA to include recommendation, what you found most helpful, and what you found least helpful.  
**Additional Feedback**



## Federal Resume Review Survey

- What were the main topics of discussion (creating a federal resume, tailoring a federal resume, USA Jobs, interviewing for a federal job, networking into a federal job)? **Topic Discussion**
- Please write the name of the volunteer that assisted you?
- Did the volunteer call at the scheduled time? (Y/N) **Call Conducted On Time**
- How long did the call last? (1-30 min; 31-60 mins, more than 1 hr.) **Call Duration**
- I would rate the volunteer's subject matter expertise as: (poor – excellent) **SME Rating**
- The feedback provided was helpful: (strongly disagree – strongly agree) **Feedback Helpfulness**
- This service better prepared me for my federal job search: (strongly disagree – strongly agree) **Knowledge and Empowerment Rating**
- I am satisfied with the services offered by the Hire Heroes USA volunteer. (strongly disagree – strongly agree) **Expectations Met Rating**
- I would recommend this service to my fellow veterans or spouses. (strongly disagree – strongly agree) **Recommendation Rating**
- Please provide any additional feedback that you would like to share with HHUSA to include recommendation, what you found most helpful, and what you found least helpful. **Additional Feedback**

## Hire Heroes USA Employment Retention Survey

- Did Hire Heroes USA assist you in finding employment? (ex. Resume writing, mock interview practice, networking assistance, job board) **Qualifying Question**
- Are you still with the same employer you found while working with Hire Heroes USA? **HHUSA Employer Duration**
- What date did you start work with that employer? **Confirm Start Date**
- For how long have you been with your current employer (in months)? **Current Employer Duration**
- What encouraged you to stay with this employer? **Current Employer Retention**
- What date did you start work with the employer HHUSA helped you find? **Confirm HHUSA Employer Start Date**
- For how long did you stay with that employer (in months)? **HHUSA Employer Retention**
- Why did you leave that employer? **Reason for Leaving Employer**

## Hire Heroes USA Virtual Track Survey

- Registering for Hire Heroes USA services was painless and easy to navigate **Expectations Met Rating**
- After receiving Hire Heroes USA's services, I am more confident in my ability to gain employment **Knowledge and Empowerment Rating**
- I learned new information that will help me in my career search. **Knowledge and Empowerment Rating**
- I had adequate time to complete all assigned courses. **Service Satisfaction**
- I would rate the overall quality and content of this Hire Heroes USA program as. **Service Satisfaction Rating**

- Hire Heroes USA met my expectations. **Expectations Met Rating**
- I would recommend Hire Heroes USA to my fellow service members / spouses.  
**Recommendation Rating**
- Would you be interested in being assigned to and partnering with a Transition Specialist who could help you build a resume prepare for a job interviews, and learn how to network?  
**TS Request**
- Please provide any additional feedback that you would like to share with Hire Heroes USA to include recommendations, what you most found most helpful, and what you found least helpful **Additional Feedback**

## Hire Heroes USA Event Survey

- How did you hear about this event **Expectations Met Rating**
- Registering for Hire Heroes USA services was painless and easy to navigate **Expectations Met Rating**
- After receiving Hire Heroes USA's services, I am more confident in my ability to gain employment **Knowledge and Empowerment Rating**
- I would rate the instructor's subject matter expertise as **SME rating**
- I learned new information that will help me in my career search **Knowledge and Empowerment Rating**
- I would rate the overall quality and content of this Hire Heroes USA program as **Service Satisfaction Rating**
- Hire Heroes USA met my expectations **Service Satisfaction**
- I would recommend Hire Heroes USA to my fellow service members / spouses  
**Recommendation Rating**
- Please provide any additional feedback that you would like to share with Hire Heroes USA to include recommendations, what you most found most helpful, and what you found least helpful **Additional Feedback**