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***Appendix E: Establishment Informational Materials***

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## **Establishment Method Materials**

- Information Package Mailing to the Point of Contact
- Electronic Information Packet to the Point of Contact
- Certificate of Appreciation Package
- Mailing to Point of Contact with Questionnaire Packets for Selected Employees
- Selected Employee Packet
- Email to Point of Contact with Electronic Distribution Instructions
- Web Survey Invitation Email to Selected Employee
- Mailing to Point of Contact with Thank You/Reminder Postcards
- Reminder Email to Selected Employee
- Mailing to Point of Contact with Replacement Questionnaire Packets for Non-Respondents
- Replacement Questionnaire Packet
- Avoider Letters



## **Information Package Mailing to the Point of Contact**

- O\*NET Information Package Envelope
- Participant Information Folder
- Letter from U.S. Department of Labor
- What, Who, How Brochure
- Selected Occupations List
- Association Endorsement List
- Web Services Users Summary



# **O\*NET Information Package Envelope**



**o\*net<sup>®</sup>**



**PRIORITY  
MAIL**

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

**Ship to:**

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**USPS TRACKING #**



**9205 5926 2827 6570 0001 4409 96**

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O=144099 C=268128 B=73939

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**Visit [onet.rti.org](http://onet.rti.org) for more information**





## **Participant Information Folder**





# Participant Information



**Letter from U.S. Department of Labor**



## U.S. Department of Labor

Employment and Training Administration  
Washington, DC 20210



Mr. John Smith  
Human Resources  
Acme Company  
123 Any Street  
Your City, US 12345

Dear Mr. Smith:

The United States Department of Labor 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 the Occupational Information Network (O\*NET®) Program as the nation's primary source of 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 in keeping this information current.

You recently received a telephone call from RTI International about the O\*NET program. As the caller explained, your company has been 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).

RTI, a nonprofit scientific 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. You can find more information at <https://www.dol.gov/agencies/eta/onet/data-collection>.

The contents of this package explain your participation in this important project. Your participation in this effort is voluntary, but it will go a long way to help the DOL and the O\*NET Center keep occupational information up to date and readily available for the general public. 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,

Kimberly Vitelli  
Administrator  
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 selected employees.

Once the employees have been selected, we will mail questionnaire packets to you for distribution to them. The packets include web login instructions for completing the questionnaires online if preferred. Remember, it's important to retain your roster as you are the only person who knows to whom the questionnaires are intended to go.

### 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. The Business Liaison will keep you informed as the questionnaires are completed by the employees.

Scan this QR Code with your smartphone to view a short overview of the O\*NET Program:



3 minute video



# 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.dol.gov/agencies/eta/onet/data-collection>.

### Who is conducting the O\*NET Data Collection?

RTI International 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.

Scan this QR Code with your smartphone to view a short overview of the O\*NET Program:



3 minute video



# 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 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 back cover 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. You can access the Toolkit for Business at <https://www.onetcenter.org/action.html>. 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 United States Department of Labor. 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 selected 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. Each employee's questionnaire instructions request they 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.



## **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.

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  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.

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  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.

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  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.

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  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.

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  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.

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

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  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.

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  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.

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  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.
-



## **Association Endorsement List**





## Association Support

The following associations recently assisted with the O\*NET data collection, by helping to identify occupational experts who could be surveyed about their work in the occupation.

### a

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AACE International  
Academic Data Science Alliance  
Academy of Board Certified Environmental Professionals  
Alliance of Crop, Soil, and Environmental Science Societies  
American Academy of Actuaries  
American Academy of Orthotists and Prosthetists  
American Anthropological Association  
American Association for Geodetic Surveying  
American Association of Biological Anthropologists  
American Association of Geographers  
American Association of State Highway and Transportation Officials  
American Astronomical Society  
American Board for Certification in Orthotics, Prosthetics and Pedorthics  
American Board of Medicolegal Death Investigators  
American Board of Professional Psychology  
American Council on Exercise  
American Federation of State, County and Municipal Employees, AFL-CIO  
American Geophysical Union  
American Industrial Hygiene Association  
American Institute of Chemists  
American Institute of Hydrology  
American Mathematical Society  
American Medical Informatics Association  
American Medical Technologists  
American Political Science Association  
American Registry of Magnetic Resonance Imaging Technologists  
American Society for Clinical Pathology  
American Society for Clinical Pathology Board of Certification  
American Society for Engineering Education  
American Society for Photogrammetry and Remote Sensing  
American Society of Appraisers  
American Society of Interior Designers  
American Society of Naval Engineers  
American Software Testing Qualifications Board  
American Statistical Association  
American Therapeutic Recreation Association  
Appraisal Institute  
ASIS International  
Associated Builders and Contractors  
Association for Distance Education and Independent Learning  
Association for Financial Professionals  
Association for Prevention Teaching and Research  
Association for Supply Chain Management  
Association for Talent Development Certification Institute  
Association for Testing and Software Quality Assurance  
Association for the Advancement of Sustainability in Higher Education  
Association of Advanced Practice Psychiatric Nurses  
Association of Continuity Professionals

## **b - h**

Board for Global EHS Credentialing  
Board of Certification in Professional Ergonomics  
Building Owners and Managers Association International  
Casualty Actuarial Society  
Chicago Quantitative Alliance  
CompTIA  
Construction Management Association of America  
Craft Industry Alliance  
Dance/USA  
Data Science Council of America  
Disaster Recovery Institute  
EC-Council  
Ecological Society of America  
GIS Certification Institute  
Global Blockchain Business Council  
Government Blockchain Association  
Greenhouse Gas Management Institute  
Higher Education Data Warehousing

## **l - m**

IEEE Engineering in Medicine and Biology Society  
IEEE Nanotechnology Council  
Insights Association  
Institute for Certification of Computing Professionals  
Institute for Operations Research and the Management Sciences  
Institute of Management Consultants USA  
International Association for Intelligence Education  
International Association of Emergency Managers  
International Association of Law Enforcement Intelligence Analysts  
International Compliance Professionals Association  
International Cost Estimating and Analysis Association  
International Interior Design Association  
International Nanny Association  
International Organization of Black Security Executives  
International Society for Performance Improvement  
International Society of Certified Employee Benefit Specialists

International Society of Sustainability Professionals  
Interstate Renewable Energy Council  
Les Clefs d'Or USA

## **n - z**

National Academy of Arbitrators  
National Association for Business Economics  
National Association of Clinical Nurse Specialists  
National Association of Environmental Professionals  
National Association of Personal Financial Advisors  
National Association of Sports Officials  
National Center for Competency Testing  
National Center for Construction Education and Research  
National Council for Therapeutic Recreation Certification  
National Environmental Health Association  
National Environmental Health Science and Protection Accreditation Council  
National Federation of Municipal Analysts  
National Fuel Cell Research Center  
National Nanotechnology Coordinated Infrastructure  
National Society for Histotechnology  
NDT.net  
Nuclear Medicine Technology Certification Board  
Project Management Institute  
Regulatory Affairs Professionals Society  
SMEI  
Society of Actuaries  
Society of Cost Engineers  
Society of Environmental Toxicology and Chemistry  
Society of Gastroenterology Nurses and Associates  
Society of North American Goldsmiths  
Solar Energy International  
U.S. Nanny Association  
United States Distance Learning Association  
World Organization of Webmasters



## **Web Services Users Summary**



## O\*NET® Web Services Users

National, local, and worldwide customers use and rely on O\*NET information, applications, and tools to serve the needs of their customers. The sample of users is quite diverse, and includes a wide variety of creativity and approaches aimed towards a range of audiences and purpose.

O\*NET Web Services currently provides the latest O\*NET data, search features, and career tools to 3,500+ users.<sup>1</sup> Provided here are examples from five primary user groups to discover the diversity of applications and audiences leveraging O\*NET information.<sup>2</sup>

### Assessment & Career Information 600+ accounts

### Commercial Products & Private Companies 950+ accounts

## O\*NET® Web Services Users

### Education & Research Institutions 900+ accounts



### Federal/State Government & Workforce Systems 250+ accounts



### Other & International 750+ accounts





## **Electronic Information Packet to the Point of Contact**

- Program Information Email
- Letter from U.S. Department of Labor
- Selected Occupation Lists\*
- What, Who, How Brochure
- Association Endorsement List\*
- Web Services Users Summary\*

\*Please refer to the Information Package Mailed to the Point of Contact to view these documents.



## **Program Information Email**

To: Derek Stone [dstone@raleighpaper.com]  
From: Jane Foster [jfoster@onet.rti.org]  
Subject: O\*NET Information Package for Raleigh Paper Company

Attachments:



913653\_USDOL\_Letter.pdf



913652\_Occupation\_List.pdf

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Mr. Stone:

Thank you again for our phone discussion regarding the Occupational Information Network (O\*NET) Data Collection Program! As we discussed, I am requesting your assistance on behalf of the United States Department of Labor to update the O\*NET database, the nation's primary source of information on skills, work activities, and other important characteristics of nearly 1,000 occupations in the U.S. economy.

Attached is a letter from USDOL, describing the O\*NET program, our data collection effort, and what your participation would entail. You can also find a video overview of the O\*NET program [here](#).

Also attached is a list of occupations we are currently updating. Our first step is to review this list together over the phone and determine whether these specific occupations are present at your 123 North Felton Street location.

The links below will direct you to additional important information about the O\*NET Program, as well as the O\*NET Toolkit for Business, in the hope that it will become a valuable aid to you and your organization. Please let me know a good day and time to review these documents with you. If you wish to review them on your own, please give me a call after you've had an opportunity to do so.

Best regards,

Jane Foster  
877-233-7348 ext. 100  
[jfoster@onet.rti.org](mailto:jfoster@onet.rti.org)

[What, Who, How Brochure](#) – This brochure will give you answers to frequently asked questions about what the O\*NET program is, who sponsors it, and how we go about gathering occupational information.

[Association Endorsements](#) – A list of leading national and industry associations that support and endorse O\*NET.





## **Letter from U.S. Department of Labor**





[DATE]

[POC Name]

[POC Title]

[Establishment Name]

[Street]

[City, State, Zip Code]

Dear [POC Name],

The United States Department of Labor 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 the Occupational Information Network (O\*NET® Program) as the nation's primary source of 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 in keeping this information current.

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The email you received included links to information about your participation in this important project. Your participation in this effort is voluntary, but it will go a long way to help the DOL and the O\*NET Center keep occupational information up to date and readily available for the general public. 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 black ink, appearing to read "Kimberly Vitelli".

Kimberly Vitelli

Administrator

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.

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

View a video overview of the O\*NET Program here: [O\\*NET Program Overview](#)

## What

### What is O\*NET?

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

An Introduction to the Occupational Information Network

# How

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## **Certificate of Appreciation Package**

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



# **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.*



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





3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • [www.rti.org](http://www.rti.org)

[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 Certificate of Appreciation Package to view this document



## **RTI Letter to POC to Accompany Questionnaires**





3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • www.rti.org

[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.

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 at [BL DIRECT LINE] or [BL EMAIL ADDRESS] any time I can be of assistance.

Sincerely,

[NAME OF BL]

Business Liaison

Enclosure



## **Selected Employee Packet**

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



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



[DATE]

Dear O\*NET Data Collection Participant,

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 <https://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 businesses, educators, and individuals exploring careers.

Sincerely,



Michael Penne  
O\*NET Project Director

Enclosure





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



[DATE]

Dear O\*NET Data Collection Participant,

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.

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 <https://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 businesses, educators, and individuals exploring careers.

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<sup>®</sup> 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](mailto: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](mailto: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](http://onet.rti.org)*

TODAY!



## **Business Reply Mail Return Envelope**





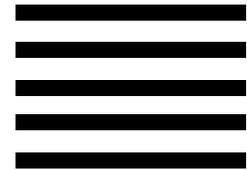
Beyond Information. Intelligence.

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



## **What, Who, How Brochure**





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



## O\*NET Data Collection Program

# Frequently Asked Questions

## What, Who, & How?

## 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.dol.gov/agencies/eta/onet/data-collection>.

### Who is conducting the O\*NET Data Collection?

RTI International 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.

Scan this QR Code with your smartphone to view a short overview of the O\*NET Program:



# 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 provided on the web instructions sheet that is included in your package.

## 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 coworker, 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?

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.



## **Email to Point of Contact with Electronic Distribution Instructions**



---

**To:**

**Subject:** O\*NET Questionnaires for [Company Name]

SUBJECT: O\*NET Questionnaires for [Company Name]

[Mr./Ms.] [LAST NAME OF POC]:

As we recently discussed over the phone, we are sending you customized emails with O\*NET questionnaire login instructions to forward to each of your selected employees. If needed, please refer to the roster you created for each occupation to confirm that each employee receives the correct email. Each email contains the occupation name, roster line number, and employee unique identifier you previously provided. Employee unique identifiers also appear in the subject line of the email.

We sincerely appreciate your company's support of this important program and hope that our thanks are communicated to each employee receiving an invitation to participate. We encourage respondents to complete the surveys on their own time. Again, their participation is voluntary.

Finally, as a token of our appreciation for your efforts, we are shipping you a framed Certificate of Appreciation from the U.S. Department of Labor in your name. 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]

O\*NET Business Liaison



## **Web Survey Invitation Email to Selected Employee**

- Email Invitation to Selected Employee
- What, Who, How Brochure
- Letter from RTI Project Director



## **Email to Selected Employee**



**Stone, Derek**

---

**To:** Stone, Derek  
**Subject:** The U. S. Department of Labor is researching jobs in your industry. Please tell us about your work at Campbell Pace Associates.



**Dear O\*NET Data Collection Participant,**

On behalf of the U.S. Department of Labor (USDOL) and Campbell Pace Associates, we would like you to complete an online questionnaire about your job to support **O\*NET**, the nation's primary source of occupational information. Job seekers, veterans, workforce development and HR professionals, students, and more depend on **O\*NET's** accurate and current descriptions of the world of work. Learn more about O\*NET here: <https://www.onetcenter.org/programvideos.html>.

Thank you in advance for your help! **Brent Shrouse**, one of your co-workers, helped us to randomly select Campbell Pace Associates employees to participate.

The information you are providing is vital because ***your responses will contribute to developing a national picture of the work performed by Patternmakers, Metal and Plastic***, that will be used by job seekers and businesses across the United States.

RTI International, a non-profit research organization, is conducting this effort for USDOL. Your participation is voluntary and will in no way affect your employment. Please be assured that your name will not be associated with your individual responses, no one at your company will see or have access to your answers, and that privacy protocols are followed to the extent permitted by law.

As a token of appreciation for your time and consideration, we have provided you with a \$10 digital VISA gift card. You may decline our gift if you wish.

**To participate please follow the steps below:**

**Step 1**

Click [HERE](#) and enter your login credentials:  
Username: **100334238048E**  
Password: **brain650**

**Step 2**

To receive your \$10 VISA gift card, enter your email address. You will receive an email with instructions for redeeming the gift card.

**Step 3**

Complete and submit your questionnaire.

Your experience and feedback are appreciated by the USDOL and provide a critical input on information used across the entire U.S. economy. Thank you again for your help!

Sincerely,

Derek Stone  
Business Liaison  
[dstone@onet.rti.org](mailto:dstone@onet.rti.org)

**[What, Who, How Brochure](#)** – This brochure will give you answers to frequently asked questions about what the O\*NET program is, who sponsors it, and how we go about gathering occupational information.

**[Letter from RTI Project Director](#)** – Details about the program, your participation, and whom you can contact if you have additional questions.



## **What, Who, How Brochure**





# O\*NET Data Collection Program Frequently Asked Questions What, Who, & How?

## 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.dol.gov/agencies/eta/onet/data-collection>.

### Who is conducting the O\*NET Data Collection?

RTI International 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.

View a video overview of the O\*NET Program here: [O\\*NET Program Overview](#).

# 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 online questionnaire at <https://onet.rti.org> using the unique login credentials in the email you received.

## 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 coworker, 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, we will provide you with a \$10 token of appreciation. You may redeem this by following the instructions in the email invitation you received. 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.

## 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.



## **Letter from RTI Project Director**





3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • [www.rti.org](http://www.rti.org)

Dear O\*NET Data Collection Participant,

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 is helping RTI to randomly sample employees to be invited to participate in this important program.

To participate, please complete the online questionnaire using the unique login credentials included in your email. It should only take about 30 minutes to complete. We also ask that you do this on your own time, not company time. As a token of appreciation for your time, you will be provided with a \$10 VISA digital gift code that can be redeemed with nearly any online merchant.

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.

Your email also includes a link to an O\*NET brochure that will answer many questions you might have about the O\*NET program. If you have any additional 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 businesses, educators, and individuals exploring careers.

Sincerely,

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

Michael Penne  
O\*NET Project Director

Enclosure



## **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 Point of Contact to Accompany Thank  
You/Reminder Postcard**





3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • www.rti.org

[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 be given one of these postcards. 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 provide 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, provide each one a postcard. This should allow them enough time to complete the questionnaire.

If needed, please refer to the employee roster or list you created to recall 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



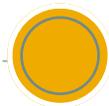
**Thank You/Reminder Postcard to Employee**



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





## **Reminder Email to Selected Employee**

- Reminder Email
- What, Who, How Brochure\*
- Letter from RTI Project Director\*

\*Please refer to Web Survey Invitation Email to Selected Employee to find these documents.



## **Reminder Email to Selected Employee**



**Subject:** Reminder: Assist the U.S. Department of Labor with an Update for your Occupation [Initials]

Dear O\*NET Data Collection Participant,

You recently received an email from [POC Name], detailing our request that you complete an online questionnaire for the U.S. Department of Labor's Occupational Information Network (O\*NET) Data Collection Program. Please consider assisting with this important effort to update the O\*NET database, the nation's primary source of information on over 900 occupations in the U.S. economy. Your company has agreed to participate by providing information on the occupation [Occupation Name].

As a token of appreciation for your time and consideration, we are offering you \$10 in the form of a digital VISA gift code. The gift is yours, whether or not you choose to complete the questionnaire, and you may decline it if you wish.

Your participation will keep O\*NET information current in a rapidly changing U.S. workplace. Employers, recent graduates, displaced workers, and job seekers across the country depend on O\*NET information. Your participation in the program is voluntary; yet, your participation is vital because your responses combine with others to represent the work of employees in your occupation across the United States.

RTI International, a non-profit research organization, is conducting this effort for USDOL. Your participation in the O\*NET Data Collection Program will in no way affect your employment. Please be assured that your responses will be kept private to the extent permitted by law, and your name will not be associated with your individual responses. Neither [POC Name] nor anyone else in your company will ever see or have access to your answers.

Below are links to additional information about O\*NET, including a letter from the RTI Project Director and a "What, Who, How" brochure that will answer many questions you may have about the O\*NET program.

To participate and receive your \$10, please follow the steps below:

Step 1. Go to the Web address <https://onet.rti.org>.

Step 2. Click on the Login link and enter your credentials:

Username: **103187690047E**

Password: **follow38**

Step 3. Enter the email address to which you would like your \$10 VISA gift code sent. You will receive an email with instructions for redeeming this code.

Step 4. Complete and submit your questionnaire

Your experience and feedback are extremely valuable to the program and to the many users of O\*NET across the U.S. Thank you for your help!!

Sincerely,

[NAME OF BL]

O\*NET Business Liaison

[BL Phone #]

[BL Email]

[What, Who, How Brochure](#) – This brochure will give you answers to frequently asked questions about what the O\*NET program is, who sponsors it, and how we go about gathering occupational information.

[Letter from RTI Project Director](#) – Details about the program, your participation, and whom you can contact if you have additional questions.



## **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 Point of Contact to Accompany Replacement  
Questionnaires**





3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • www.rti.org

[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<sup>®</sup> 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\*
- Participant Information Folder\*\*
- Association Endorsement List\*\*
- Web Services Users Summary\*\*
- 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 O\*NET Data Collection Participant,

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 <https://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 <https://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 businesses, 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
- U.S. Department of Labor Avoider Letter for Recruiting
- U.S. Department of Labor Avoider Letter for Sampling
- U.S. Department of Labor Avoider Letter for Follow-Up



## **RTI Avoider Letter for Verification**





3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • www.rti.org

[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<sup>®</sup>). 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: 00000



## **RTI Avider Letter for Screening**





3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • www.rti.org

[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



## **U.S. Department of Labor AVOIDER 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<sup>®</sup>). 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". The signature is written in a cursive, flowing style.

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

Reference Number: 000000



**U.S. Department of Labor Avider 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<sup>®</sup>). 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](http://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



## **U.S. Department of Labor Avoider Letter for Follow Up**





[DATE]

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

Dear [NAME OF POC]:

Thank you for your assistance with the Occupational Information Network (O\*NET<sup>®</sup>) 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

