

# How to Use the Job Content Questionnaire (JCQ): Supervisor Role

# Welcome!

This training is designed to help you use the electronic Job Content Questionnaire (JCQ). The JCQ is the form all state employees will complete for the PLANS project. It is designed to help employees share information about their current job duties.

As a supervisor, you will use the electronic JCQ to review the JCQs submitted by your employees. If an employee completed an electronic JCQ, you must do your review electronically as well. You will do your supervisor review on paper for any employees who completed paper JCQs or who signed a Group JCQ.

# Please Note:

The following instructions are for Internet Explorer 7, which is the browser that most state employees will use. If you use a browser other than Internet Explorer 7, your login window may not appear exactly as it does as shown here.

The screenshot shows a Windows Internet Explorer browser window displaying the PLANS Project Overview website. The browser's address bar shows the URL <http://www.plans.wv.gov/Pages/default.aspx>. The website header includes the West Virginia logo and the text "State Agency Directory | Online Services". The main content area features the "PLANS Creating a Blueprint" logo and a navigation menu with links for "Documents", "Sample and Blank", "Questionnaires", "JCQ Supplemental", "Instructions", "PLANS Project Overview", and "Effective Classification". A central text block welcomes users to the website and describes the project's goals. A "COMPENSATION PHILOSOPHY" diagram is also visible. A modal dialog box titled "Connect to projecttrack.wv.gov" is overlaid on the page, prompting for a "User name" (executive\A444444) and a "Password". The dialog box includes "OK" and "Cancel" buttons. The browser's status bar at the bottom shows the current page URL and the system clock at 2:15 PM.

As a supervisor, you can access the electronic JCQ in two different ways. Either way, you will be prompted to log in. How you log in depends on your domain. If your email address ends in @wv.gov, you are on the executive domain. If your email address does not end in @wv.gov, you are on the resource domain. Slideshows demonstrating how to log in for each domain are available on the PLANS website.

https://projecttrack.wv.gov/project/pds/\_layouts/app/JCQWebForm.aspx?Home=1 - Windows Internet Explorer

https://projecttrack.wv.gov/project/pds/\_layouts/app/JCQWebForm.aspx?Home=1

File Edit View Favorites Tools Help

https://projecttrack.wv.gov/project/pds/\_layouts/ap...

west virginia

Division of Personnel

Job Content Questionnaire (JCQ)

PIANS

**Purpose of This Session**

Please select one of the following options.

- Complete my own individual Job Content Questionnaire (JCQ)
- Data Entry for group or individual paper JCQ
- Supervisor review a submitted JCQ
- Agency
- DOP

Continue

Done

Trusted sites

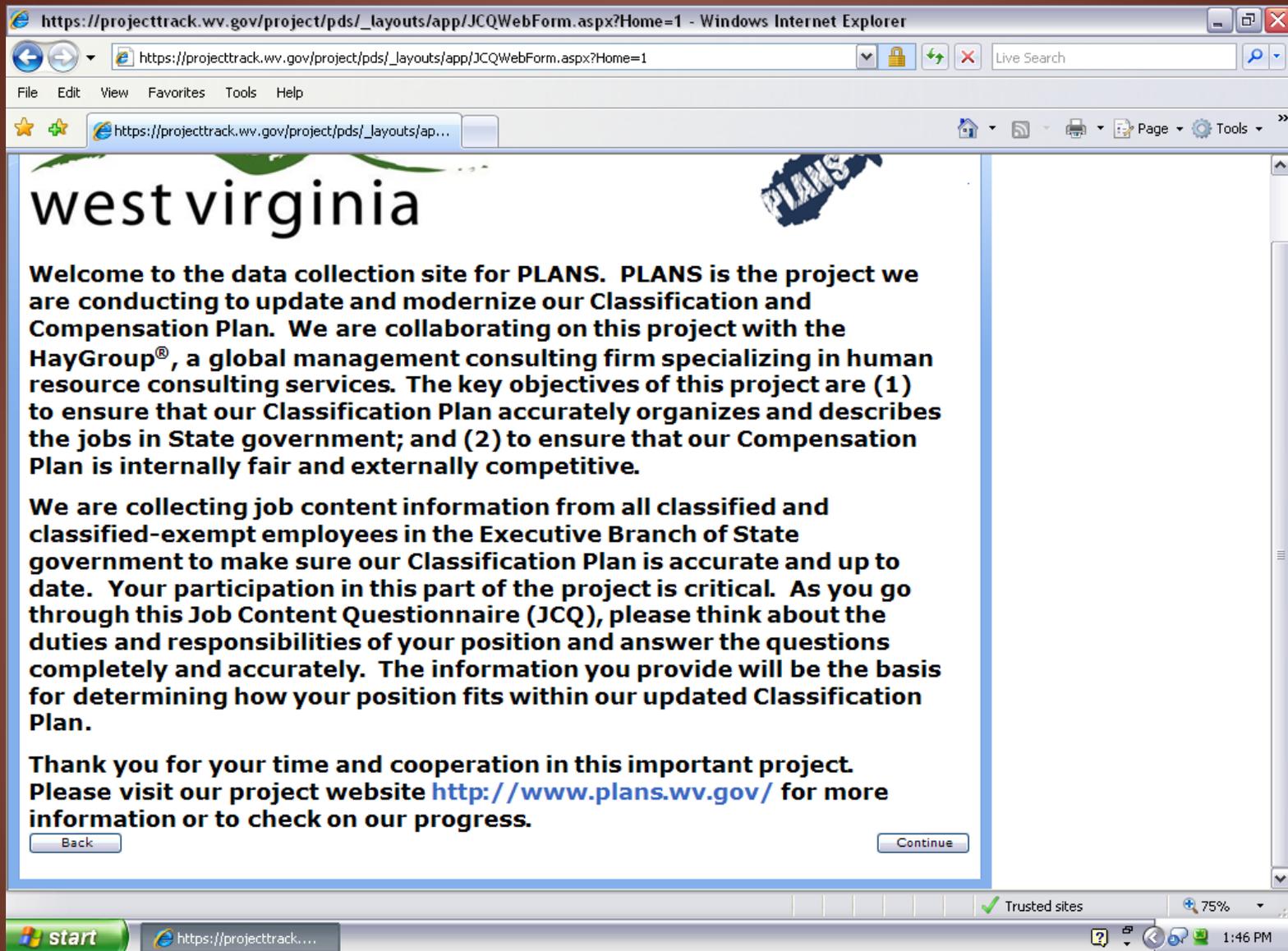
100%

start

https://projectrack...

1:44 PM

After you log in, the first page you will see is titled Purpose of this Session. Choose the third radio button, “Supervisor review a submitted JCQ”. Then click Continue.



Next you will see the Welcome screen. Read the information provided, and click Continue when you are done. If you do not see the Continue button at first, scroll down until it becomes visible.

https://projecttrack.wv.gov/project/pds/\_layouts/app/JCQWebForm.aspx?Home=1 - Windows Internet Explorer

https://projecttrack.wv.gov/project/pds/\_layouts/app/JCQWebForm.aspx?Home=1

File Edit View Favorites Tools Help

https://projecttrack.wv.gov/project/pds/\_layouts/ap...

Supervisor Instructions  
JCQ Queue

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Job Content Questionnaire (JCQ)

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Click here to see examples of completed JCQs or DOP project contact information

### Immediate Supervisor Instructions

After receiving the employee's completed Job Content Questionnaire (JCQ) carefully review the document for accuracy and completeness. You may NOT change any information the employee has provided.

Provide any additional information or clarification in the Supervisor Review Section of the JCQ.

Complete the Supervisor Review Section with information based upon the permanently assigned duties of the position. Do not include duties assigned as part of a temporary upgrade. Indicate any duties listed that are of a temporary nature in the "General Comments" area of the Supervisor Section.

A Navigational Bar can be found on the left-hand column of each screen. You can use this area to:

- Return to these Instructions
- View other sections of the JCQ

You can print the JCQ document at any time, however, any printed version of a JCQ is a convenience copy and not the official submitted JCQ.

Save your work often by clicking the Save button.

To edit your response on a previous screen, click the Back button.

You may continue to make revisions to the Supervisor Review Section of the JCQ until the time you submit it.

Once you have completed the Supervisor Review section of the JCQ, you may print a copy for your records.

Once you click the submit button, you cannot revise, view or print the JCQ.

Once you click the submit button your portion of the JCQ is locked and NO ONE can change your response.

After submitting the JCQ you will receive a confirmation page verifying the JCQ has been successfully submitted. You may print this page for your records.

Submitting the JCQ will automatically send it to the next level for review.

When completing the JCQ, it is recommended that you use the supplemental instructional guide on how to complete a JCQ, which is available at [www.plans.wv.gov](http://www.plans.wv.gov). It may answer many of your questions on how to respond to items on the JCQ.

To exit a session, click the Log Off button.

Back Log Off Continue

Done Trusted sites 60%

start https://projecttrack... 3:09 PM

Next you will see the Supervisor Instructions page. Carefully read the instructions. When you are ready to start reviewing JCQs, click the Continue button at the bottom of the page, or click the JCQ Queue link on the side of the page. Clicking either of these will take you to your Supervisor Queue.

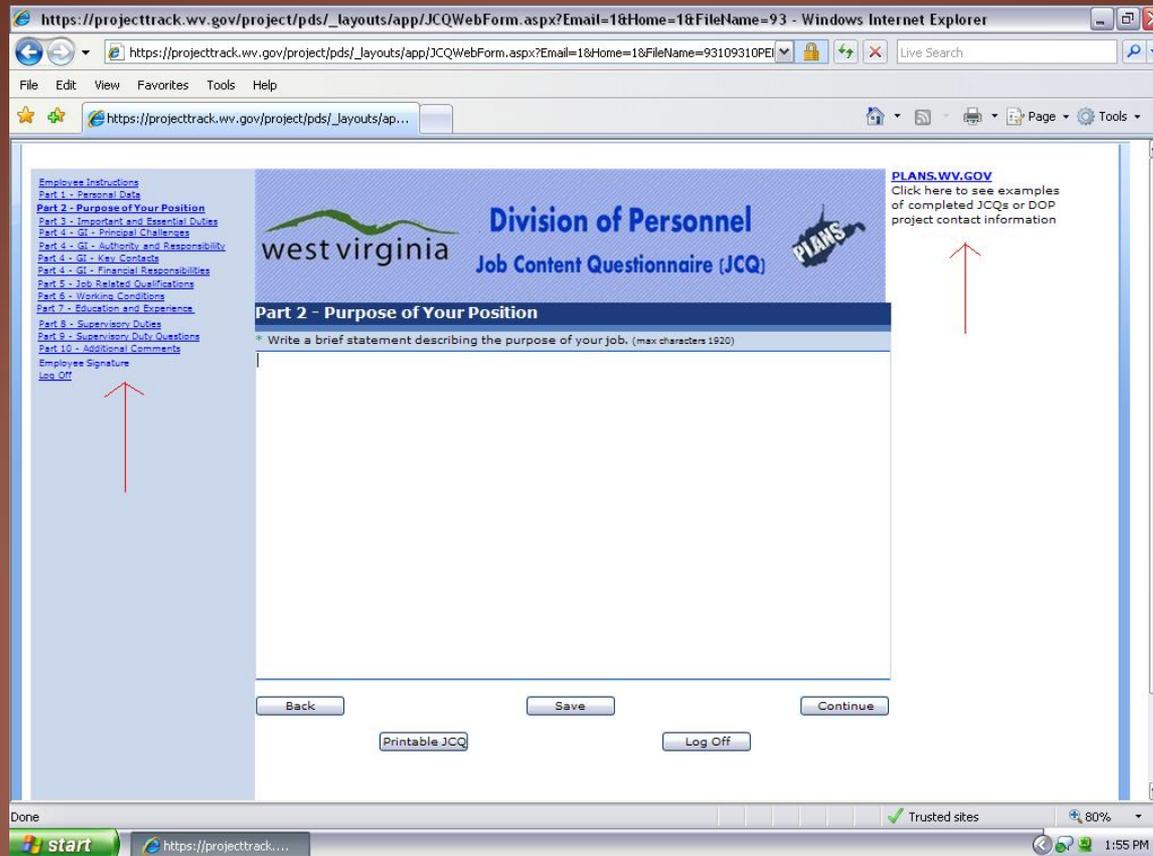
The screenshot shows a Windows Internet Explorer browser window displaying a web page titled "Pages - JCQQueue". The address bar shows the URL "https://projecttrack.wv.gov/project/pds/Pages/JCQQueue.aspx". The page content includes a table with the following data:

FileName	EmployeeName	UniqueEmployeeID	AgencyName	JobClassification	UnitCode	ProcessStatus	Modified By
93069306PERSONNELDIVISIONOF600100E006484LINDSEYM DUVALL	LINDSEY DUVALL	E006484	PERSONNEL DIVISION OF	9306	600100	Pending	Duvall, Lindsey M

A red arrow points to the "FileName" column of the table. Below the table, there is a "Log Off" link. The browser's status bar at the bottom shows "Done", "Trusted sites", "100%", and the time "3:06 PM".

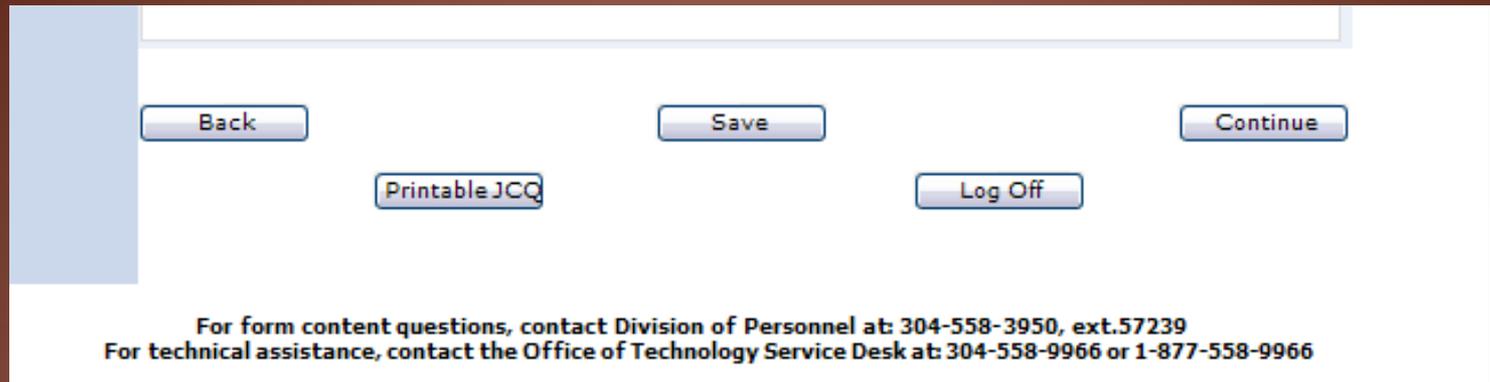
The Supervisor Queue lists all the JCQs that are ready for your review. Click on the file name as shown to open a JCQ. JCQs will remain in your queue until submitted, so if you start reviewing a JCQ but do not submit it, it will still be listed here.

Keep in mind that all JCQs for which you are a primary supervisor OR backup supervisor will be listed, so there may be more JCQs in your queue than you expected. Follow any internal agency instructions on which JCQs you should review.



In the center of each JCQ page is the question(s) for that JCQ Part. The system will not allow you to modify or delete what the employee has entered as you complete your review of the JCQ.

On the left-hand side of the JCQ form, there is a navigation menu. Click on a JCQ Part to be taken to that page. On the right-hand side, there is a link to the PLANS Project website. The website contains sample JCQs as well as FAQs and supplemental information that will help you with the JCQ. It is recommended that you use these materials as you complete your review of the form.



At the bottom of each page of the JCQ are a number of buttons you can use to navigate through the JCQ.

- “Back” takes you to the previous page.
- “Continue” takes you to the next page.
- “Save” saves your work. It is recommended that you click the Save button frequently while completing your review of a JCQ so that you do not lose any work should an error occur.
- “Log Off” will take you out of the system. If you need to stop reviewing a JCQ before you are finished, use this button to exit the JCQ system. You can then log back in at a later time to finish the JCQ. To resume work on a JCQ, open your queue and select the JCQ you want, as shown previously.
- “Printable JCQ” will open a copy of the JCQ in a separate window, which you can then print. *If you have trouble printing, make sure your pop-up blocker is turned off. Also, the printable JCQ frequently loads behind the active window, so please check your toolbar at the bottom of your screen.*

https://projecttrack.wv.gov/project/pds/\_layouts/app/JCQWebForm.aspx?Email=1&Home=1&FileName=93 - Windows Internet E...

https://projecttrack.wv.gov/project/pds/\_layouts/app/JCQWebForm.aspx?Email=1&Home=1&FileName=9310PERSONNELSPECPERSONNELDIVIS

File Edit View Favorites Tools Help

Supervisor Instructions  
JCQ Queue  
Part 1 - Personal Data  
Part 2 - Purpose of Your Position  
Part 3 - Important and Essential Duties  
Part 4 - GI - Principal Challenges  
Part 4 - GI - Authority and Responsibility  
Part 4 - GI - Key Contacts  
Part 4 - GI - Financial Responsibilities  
Part 5 - Job Related Qualifications  
Part 6 - Working Conditions  
Part 7 - Education and Experience  
Part 8 - Supervisor Duties  
Part 9 - Supervisor Duty Questions  
Part 10 - Additional Comments  
Supervisor Review Section  
Supervisor Signature  
Log Off

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Click here to see examples of completed JCQs or DOP project contact information

### Supervisor Signature

By clicking the 'Submit' button, I certify this is my electronic signature and that all the information provided in this JCQ is true and complete to the best of my knowledge. I understand that providing any false information may be grounds for disciplinary action. I further certify that I am the individual who personally supplied the information in the Supervisor's portion of the JCQ.

Name  Time and date stamp 2010-10-22T15:42:59  
Email Address  Phone (example: 999-999-9999 x99999)

**Have you printed a copy for your records? You will not be able to view, revise, or print the JCQ after submitting.**

Back Save Submit

Printable JCQ Log Off

We have found the following errors on your JCQ. Please go back to the section indicated and correct your response. Return to this page and click continue to finish processing your JCQ.

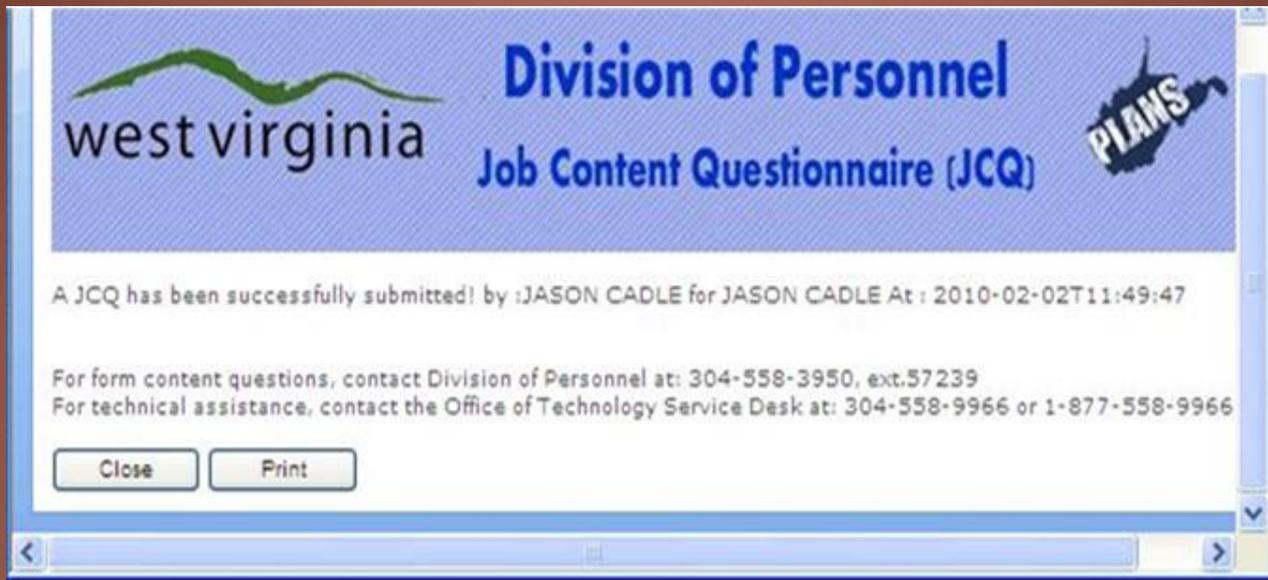
- Supervisor Review - Please select yes or no
- Supervisor Review - Primary Function Text ←
- Supervisor Review - Important Responsibility Text
- Supervisor Signature Page - Please enter a name

Done Trusted sites 100%

When you click Submit on the Supervisor Signature page of the JCQ, a message will display at the bottom of the screen if you have any errors that need corrected. This means that you have not answered all the questions. You must provide the needed information indicated before you may continue. The error message will display until you click Submit again. When you have provided all required information, you may proceed.

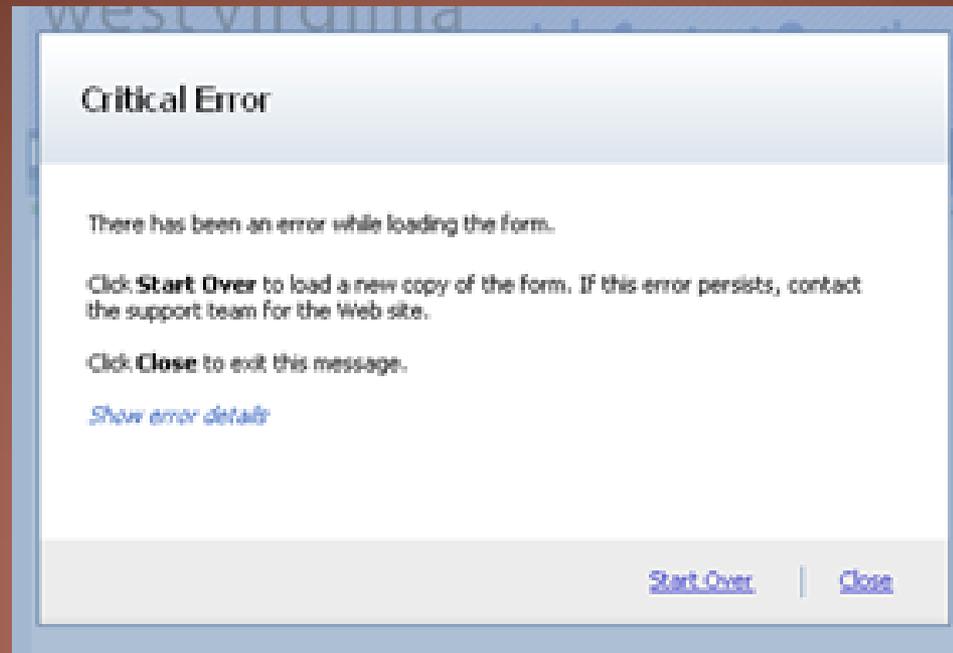
The screenshot shows a web browser window displaying the 'Supervisor Signature' page of the West Virginia Division of Personnel Job Content Questionnaire (JCQ). The browser's address bar shows the URL: [https://projecttrack.wv.gov/project/pds/\\_layouts/app/JCQWebForm.aspx?Email=1&Home=1&FileName=93](https://projecttrack.wv.gov/project/pds/_layouts/app/JCQWebForm.aspx?Email=1&Home=1&FileName=93). The page features the West Virginia state logo and the text 'Division of Personnel Job Content Questionnaire (JCQ)'. A navigation menu on the left lists various sections: Supervisor Instructions, JCQ Queue, Part 1 - Personal Data, Part 2 - Purpose of Your Position, Part 3 - Important and Essential Duties, Part 4 - GI - Principal Challenges, Part 4 - GI - Authority and Responsibility, Part 4 - GI - Key Contacts, Part 4 - GI - Financial Responsibilities, Part 5 - Job Related Qualifications, Part 6 - Working Conditions, Part 7 - Education and Experience, Part 8 - Supervisor Duties, Part 9 - Supervisory Duty Questions, Part 10 - Additional Comments, Supervisor Review Section, Supervisor Signature, and Log Off. The main content area is titled 'Supervisor Signature' and contains a certification statement: 'By clicking the 'Submit' button, I certify this is my electronic signature and that all the information provided in this JCQ is true and complete to the best of my knowledge. I understand that providing any false information may be grounds for disciplinary action. I further certify that I am the individual who personally supplied the information in the Supervisor's portion of the JCQ.' Below this statement are input fields for Name, Time and date stamp (2010-10-22T15:42:59), Email Address, and Phone (example: 999-999-9999 x99999). A warning message states: 'Have you printed a copy for your records? You will not be able to view, revise, or print the JCQ after submitting.' At the bottom of the form are buttons for 'Back', 'Save', 'Submit', 'Printable JCQ', and 'Log Off'. A 'PLANS.WV.GOV' link is visible in the top right corner with the text: 'Click here to see examples of completed JCQs or DOP project contact information'. The browser's status bar at the bottom shows 'Done', 'Trusted sites', and '100%' zoom.

When the Supervisor Review Section of the JCQ is complete, you may submit the JCQ. By clicking Submit on the Supervisor Signature page, you are submitting the JCQ. Once you have submitted the JCQ, you will NOT be able to open or view it again. Therefore, you must make sure you have no more changes before you submit. It is recommended that you print a copy of the JCQ for your records before submitting it.



When you submit the JCQ you have reviewed, you will receive a confirmation page. You may print this for your records by clicking the Print button.

The confirmation page will appear in a new window. Please make sure your pop-up blocker is off before you click Submit on the Supervisor Signature page; if your pop-up blocker is on, you will not receive the confirmation page. If you do not see the confirmation page, check your toolbar at the bottom of your screen; the page may have loaded behind your active window.



If you leave the JCQ open and unattended for a period of time (about an hour), you will receive the error shown above. Do not be alarmed. This is a security measure designed to help prevent other employees from being able to access the JCQs you are reviewing. If you get this error, simply close your browser, re-open it, and log into the JCQ system again. If you did not click the Save button before leaving your computer, you will probably lose the information on the page you were working on, but you should not lose all of your work on the JCQ.

**IT IS STRONGLY RECOMMENDED THAT YOU CLICK THE SAVE BUTTON FREQUENTLY AND LOG OUT OF THE JCQ SYSTEM BEFORE LEAVING YOUR COMPUTER UNATTENDED.**

For questions on how to complete the form,  
please contact the Division of Personnel at  
(304) 558-3950 extension 57239 or send an  
email to [DOP.PLANNS@wv.gov](mailto:DOP.PLANNS@wv.gov).

For technical questions, please call the Office of  
Technology Help Desk at (304) 558-9966 or  
1-877-558-9966.