

Survey: USCIS
Mobile
Satisfaction
Survey
IA#: 20297
Date: 2/21/20202019

SURVEY TYPE:

Survey Q#	Type#	Topic Type
1	Model	Look and Feel - Appeal
2	Model	Look and Feel - Balance
3	Model	Look and Feel - Readability
4	Model	Site Performance - Loading
5	Model	Site Performance - Consistency
6	Model	Site Performance - Completeness
7	Model	Navigation - Organized
8	Model	Navigation - Options
9	Model	Navigation - Layout
10	Model	Information Browsing - Sort
11	Model	Information Browsing - Narrow
12	Model	Information Browsing - Features
13	Model	Site Information - Thoroughness
14	Model	Site Information - Understandable
15	Model	Site Information - Answers
16	Model	Satisfaction - Overall
17	Model	Satisfaction - Expectations
18	Model	Satisfaction - Ideal
19	Model	Return
20	Model	Recommend
21	Model	Primary Resource

22	Custom	Visit Frequency
23	Custom	Role
24	Custom	OE_Role
25	Custom	Behalf
26	Custom	Area Visited
27	Custom	Info Found
28	Custom	OE_Info Found
29	Custom	Primary Reason
30	Custom	Other Reason
32	Custom	Green Card
33	Custom	Citizenship
34	Custom	Forms
35	Custom	Type of Form
36	Custom	Case Status
37	Custom	Case Status Task
38	Custom	Account
39	Custom	Method
40	Custom	OE_Method
41	Custom	Search Issues
42	Custom	Search Experience
43	Custom	OE_Search Experience
44	Custom	Navigation Issues
45	Custom	Specific Nav Issues
46	Custom	Accomplish
47	Custom	Not Accomplished
48	Custom	Do Next
49	Custom	Access
50	Custom	Why No Mobile
51	Custom	Improvement

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Custom

A11 Satisfaction

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Custom

A11 Confidence