

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: VHA
IA#: 30820 Amend 0
Date: 11/10/2020

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Look and Feel - Appeal
2	Standard	Look and Feel - Balance
3	Standard	Look and Feel - Readability
4	Standard	Site Performance - Loading
5	Standard	Site Performance - Consistency
6	Standard	Site Performance - Completeness
7	Standard	Navigation - Organized
8	Standard	Navigation - Options
9	Standard	Navigation - Layout
10	Standard	Site Information - Thoroughness
11	Standard	Site Information - Understandable
12	Standard	Site Information - Answers
13	Standard	Task Process - Time
14	Standard	Task Process - Procedures
15	Standard	Task Process - Efficiency
16	Standard	Satisfaction - Overall
17	Standard	Satisfaction - Expectations
18	Standard	Satisfaction - Ideal
19	Standard	Return
20	Standard	Recommend
21	Standard	Trust - Level MHV
22	Standard	Trust - Level VA
23	Standard	Use Web Channel Over Others
24	Custom	Visit Reason
25	Custom	OE_Visit Reason
26	Custom	ANRole
27	Custom	OE_Role
28	Custom	Visit Frequency
29	Custom	Registered User
30	Custom	How long user
31	Custom	Use to access records
32	Custom	Improved ability to manage health
33	Custom	Topics of interest
34	Custom	Period of Military Service
35	Custom	Age
36	Custom	Gender
37	Custom	Education
38	Custom	Travel Distance
39	Custom	Area
40	Custom	