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| **Survey:** USCIS CRC  |  |  |   |
| **IA#:** 30681 |  |  |   |
| **Date:** 10/25/18 |  |  |   |
|  |  |  |  |
| **SURVEY TYPE:** | Mobile Browse |   |
|  |  |  |  |
| **Survey Q#** | **Type#** | **Topic Type** |   |
| 1 | Standard | Satisfaction – Overall |  |
| 2 | Standard | Satisfaction – Expectations |  |
| 3 | Standard | Satisfaction – Ideal |  |
| 4 | Standard | Site Performance – Speed |  |
| 5 | Standard | Site Performance - Completeness |  |
| 6 | Standard | Site Performance – Responsiveness |  |
| 7 | Standard | Look and Feel – Appeal |  |
| 8 | Standard | Look and Feel - Spacing |  |
| 9 | Standard | Look and Feel – Readability |  |
| 10 | Standard | Navigation – Ease |  |
| 11 | Standard | Navigation – Layout |  |
| 12 | Standard | Navigation - Links |  |
| 13 | Standard | Site Information – Relevance |  |
| 14 | Standard | Site Information – Thoroughness |  |
| 15 | Standard | Site Information – Readability |  |
| 16 | Standard | Brand Confidence  |  |
| 17 | Standard | Return |  |
| 18 | Standard | Recommend Company |  |
| 19 | Custom | Frequency |  |
| 20 | Custom | Source |  |
| 21 | Custom | Other Source |  |
| 22 | Custom | Role |  |
| 23 | Custom | Other Role |  |
| 24 | Custom | Area |  |
| 25 | Custom | Reason |  |
| 26 | Custom | Other Reason |  |
| 27 | Custom | Use FAQ |  |
| 28 | Custom | FAQ Prominent |  |
| 29 | Custom | FAQ Helpful |  |
| 30 | Custom | Missing Info FAQ |  |
| 31 | Custom | Find Info |  |
| 32 | Custom | Info Not Found |  |
| 33 | Custom | Do Next |  |
| 34 | Custom | Language |  |
| 35 | Custom | Improvement |  |
| 36 | Custom | Use Social Media |  |
| 37 | Custom | Platforms |  |
| 38 | Custom | Other Platform |  |
| 39 | Custom | Resource |  |