|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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 | | |  |