

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: OFS Financial Stability
 IA#: 30669
 Date: 1/23/2019

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Content - Accuracy
2	Standard	Content - Quality
3	Standard	Content - Freshness
4	Standard	Look and Feel - Appeal
5	Standard	Look and Feel - Balance
6	Standard	Look and Feel - Readability
7	Standard	Navigation - Organized
8	Standard	Navigation - Options
9	Standard	Navigation - Layout
10	Standard	Search - Results Relevance
11	Standard	Search - Results Organization
12	Standard	Search - Results Help
13	Standard	Search - Feature Narrow
14	Standard	Plain Language - Clear
15	Standard	Plain Language - Understandable
16	Standard	Plain Language - Concise
17	Standard	Site Performance - Loading
18	Standard	Site Performance - Consistency
19	Standard	Site Performance - Errors
20	Standard	Satisfaction - Overall
21	Standard	Satisfaction - Expectations
22	Standard	Satisfaction - Ideal
23	Standard	Return
24	Standard	Recommend
25	Standard	Primary Resource
26	Standard	Trust - Best Interests
27	Standard	Trust - Trustworthy
28	Standard	Trust - Do Right
29	Standard	Apply for Assistance
30	Custom	Frequency
31	Custom	Notice Changes
32	Custom	Website compare
33	Custom	OE_new desn better
34	Custom	OE_new desn worse
35	Custom	Role
36	Custom	Situation
37	Custom	OE_Situation
38	Custom	OE_Role
39	Custom	Source
40	Custom	OE_Source
41	Custom	Reason
42	Custom	Program type
43	Custom	OE Program type
44	Custom	Call Hotline
45	Custom	Report Lender
46	Custom	Attend MHA Event
47	Custom	OE_Reason
48	Custom	Mobile
49	Custom	Likely to use mobile
50	Custom	Look for Info
51	Custom	OE_Look for info
52	Custom	Search exp
53	Custom	OE_Search exp
54	Custom	Nav exp
55	Custom	OE_Nav exp
56	Custom	Find
57	Custom	OE_Info Not Found
58	Custom	Gender

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SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
59	Custom	Age
60	Custom	Improvement

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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	Information Browsing - Sort
11	Standard	Information Browsing - Narrow
12	Standard	Information Browsing - Features
13	Standard	Site Information - Thoroughness
14	Standard	Site Information - Understandable
15	Standard	Site Information - Answers
16	Standard	Satisfaction - Overall
17	Standard	Satisfaction - Expectations
18	Standard	Satisfaction - Ideal
19	Standard	Brand Confidence
20	Standard	Recommend Company
21	Standard	Return
22	Custom	Frequency
23	Custom	Role
24	Custom	Situation
25	Custom	OE_Situation
26	Custom	OE_Role
27	Custom	Reason
28	Custom	Program Type
29	Custom	OE Program Type
30	Custom	Call Hotline
31	Custom	Report Lender
32	Custom	Seek Counseling
33	Custom	OE_Reason
34	Custom	Look for Info
35	Custom	OE_Look for Info
36	Custom	Search Exp
37	Custom	OE_Search Exp
38	Custom	Nav Exp
39	Custom	OE_Nav Exp
40	Custom	Find
41	Custom	OE_Info Not Found

42 Custom

43 Custom

44 Custom

Gender

Age

Improvement