

CFI/FCG OMB CLEARANCE SURVEY MAP

Survey: PBGC
IA#: 30829 Amend 0
Date:

SURVEY TYPE: Relationship (tab 4)

Survey Q#	Type#	Type Topic
1	Standard	Content - Accuracy
2	Standard	Content - Quality
3	Standard	Content - Freshness
4	Standard	Functionality - Usefulness
5	Standard	Functionality - Convenient Features
6	Standard	Functionality - Variety
7	Standard	Look and Feel - Appeal
8	Standard	Look and Feel - Balance
9	Standard	Look and Feel - Readability
10	Standard	Navigation - Organized
11	Standard	Navigation - Options
12	Standard	Navigation - Layout
13	Standard	Navigation - Clicks
14	Standard	Site Performance - Loading
15	Standard	Site Performance - Consistency
16	Standard	Site Performance - Errors
17	Standard	Tasks - Process
18	Standard	Tasks - Instruction Clarity
19	Standard	Tasks - Verification
20	Standard	Satisfaction - Overall
21	Standard	Satisfaction - Expectations
22	Standard	Satisfaction - Ideal
23	Standard	Future Transactions
24	Standard	Recommend
25	Standard	Return
26	Custom	Experience Problems
27	Custom	Problems
28	Custom	OE_Problems
29	Custom	User guides/demos
30	Custom	Improve guides/demos
31	Custom	Purpose
32	Custom	OE_Purpose
33	Custom	AS_Verify
34	Custom	OE_Best Describes
35	Custom	OE_Purpose
36	Custom	OE_Problems Prem Pmt Instructions
37	Custom	OE_Problems Usage Instructions
38	Custom	OE_Problems Other
39	Custom	OE_Problems
40	Custom	Visit Frequency
41	Custom	Best Describes
42	Custom	OE_Best Describes
43	Custom	Accomplish Goal
44	Custom	Better Meet Needs
45	Custom	Contact
46	Custom	Name
47	Custom	Email
48	Custom	Telephone
49	Custom	Best Day to Reach
50	Custom	Best hour to Reach
51	Custom	Assistance requested