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| --- | --- | --- | --- | --- |
| **Survey:** Customer Satisfaction  Dept of Justice –  National Institute of Justice | |  | | |
| **I/A#:** 30919 | |  | | |
| **Date:** 8/26/2019 | |  | | |
|  |  | | |  | |
| **SURVEY TYPE:** |  | | |
|  |  | | |  | |
| **Survey Q#** | **Type#** | | **Topic Type** | | | |
| 1 | Model | | Look and Feel - Appeal | | | |
| 2 | Model | | Look and Feel - Balance | | | |
| 3 | Model | | Look and Feel - Readability | | | |
| 4 | Model | | Site Performance - Loading | | | |
| 5 | Model | | Site Performance - Consistency | | | |
| 6 | Model | | Site Performance - Completeness | | | |
| 7 | Model | | Navigation - Organized | | | |
| 8 | Model | | Navigation - Options | | | |
| 9 | Model | | Navigation - Layout | | | |
| 10 | Model | | Information Browsing - Sort | | | |
| 11 | Model | | Information Browsing - Narrow | | | |
| 12 | Model | | Information Browsing - Features | | | |
| 13 | Model | | Site Information - Thoroughness | | | |
| 14 | Model | | Site Information - Understandable | | | |
| 15 | Model | | Site Information - Answers | | | |
| 16 | Model | | Satisfaction - Overall | | | |
| 17 | Model | | Satisfaction - Expectations | | | |
| 18 | Model | | Satisfaction - Ideal | | | |
| 19 | Model | | Return | | | |
| 20 | Model | | Recommend Agency | | | |
| 21 | Model | | Trust - Best Interests | | | |
| 22 | Model | | Trust – Trustworthy | | | |
| 23 | Model | | Trust - Do Right | | | |
| 24 | Custom | | Visit Frequency | | | |
| 25 | Custom | | New Site Rating | | | |
| 26 | Custom | | New Site Suggestions | | | |
| 27 | Custom | | Role | | | |
| 28 | Custom | | Other Role | | | |
| 29 | Custom | | Professions | | | |
| 30 | Custom | | Primary Reason | | | |
| 31 | Custom | | Other Primary Reason | | | |
| 32 | Custom | | Doing in Site | | | |
| 33 | Custom | | Prompted Visit | | | |
| 34 | Custom | | Website Prompted Visit | | | |
| 35 | Custom | | Other Website Prompted Visit | | | |
| 36 | Custom | | Where Email Sent From | | | |
| 37 | Custom | | Expected Destination | | | |
| 38 | Custom | | Accomplish | | | |
| 39 | Custom | | Why Not Accomplish | | | |
| 40 | Custom | | Other Info | | | |
| 41 | Custom | | What Other Info | | | |
| 42 | Custom | | How Info Found | | | |
| 43 | Custom | | Search Results | | | |
| 44 | Custom | | Search Difficulties | | | |
| 45 | Custom | | Other Search Difficulties | | | |
| 46 | Custom | | Time on Site | | | |
| 47 | Custom | | Discourage Others | | | |
| 48 | Custom | | Gender | | | |
| 49 | Custom | | Age | | | |
| 50 | Custom | | Other Suggestions | | | |