

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 |

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|----|--------|------------------------------|
| 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 |