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| **Survey: USCIS V2** |  |  | | |  |
| **IA#: 20297** |  |  | | |  |
| **Date: 8/26/192019** |  |  | | |  |
|  |  | |  |  |
| **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

21 Model Primary Resource

22 Custom Visit Frequency

23 Custom Role

24 Custom OE\_Role

25 Custom Area Visited

26 Custom Info Found?

27 Custom OE\_Info Found

28 Custom Primary Reason

29 Custom Other Reason

30 Custom Case Status

31 Custom Green Card

32 Custom Forms

33 Custom Citizenship

34 Custom Account

35 Custom Behalf

36 Custom Method

37 Custom Search Experience

38 Custom Returning Search

39 Custom Comparative Search

40 Custom OE\_Better Search

41 Custom OE\_Worse Search

42 Custom Navigational

43 Custom Accomplish

44 Custom Not accomplished

45 Custom Do next

46 Custom Access

47 Custom Sites/sections

48 Custom Improvement