

Survey:
FTC.gov
Mobile
IA#:
Date:
11/14/201
9

SURVEY Government – Mobile
TYPE: Informational

Survey Q#	Type#	Topic Type
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	Site info – Ability to sort
11	Standard	Site info – Ability to narrow choices
12	Standard	Site info - Features
13	Standard	Site Info - Thoroughness
14	Standard	Site Info Understandable
15	Standard	Site Info Answers
16	Standard	Site info – Ability to sort
17	Standard	Site info – Ability to narrow choices
18	Standard	Site info - Features
19	Standard	Satisfaction Overall
20	Standard	Satisfaction Expectations
21	Standard	Satisfaction Ideal

22	Standard	Recommend FTC.gov
23	Standard	Primary Resource
24	Standard	Return to FTC.gov
25	Custom	Primary Reason
26	Custom	Specify Primary Reason if Other
27	Custom	Task Accomplishment
28	Custom	If not why
29	Custom	Overall site improvement
30	Custom	Topics of interest
31	Custom	Rate satisfaction with search feature
32	Custom	Visit Frequency
33	Custom	Primary Role
34	Custom	Primary Role if Other
35	Custom	Age