

**Survey:**

FTC  
Complaint  
Assistant  
Mobile

**IA#:****Date:**

10/24/2019

**SURVEY** Government – Mobile

**TYPE:** Informational

<b>Survey Q#</b>	<b>Type#</b>	<b>Topic Type</b>
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 - Thoroughness
11	Standard	Site Info Understandable
12	Standard	Site Info Answers
13	Standard	Task Process Time
14	Standard	Task Process Procedures
15	Standard	Task Process Efficiency
16	Standard	Satisfaction Overall
17	Standard	Satisfaction Expectations
18	Standard	Satisfaction Ideal
19	Standard	Return
20	Standard	Recommend Complaint Assistant
21	Standard	Primary Resource

22	Custom	Visit Frequency
23	Custom	Visit Frequency – To file a complaint
24	Custom	Notice any changes to site
25	Custom	Awareness of site before visiting
26	Custom	How site was found
27	Custom	Search terms used to find site
28	Custom	How referred
29	Custom	Intent to file a complaint
30	Custom	If no intent to file a complaint, what Was intent?
31	Custom	Category of complaint submitted
32	Custom	Ease of use
33	Custom	Challenges experienced
34	Custom	Error messages received
35	Custom	Any additional difficulties
36	Custom	Were you able to accomplish your task
37	Custom	If no, why
38	Custom	What will you do next
38	Custom	What can we do to improve