

Survey:
OPM
Retirement
Services
Online
IA#: 30741
Date: 2/25/20

SURVEY
TYPE:

Survey Q#	Type#	Topic Type
1	Model	Content - Accuracy
2	Model	Content - Quality
3	Model	Content - Freshness
4	Model	Functionality - Usefulness
5	Model	Functionality - Convenient
6	Model	Functionality - Variety
7	Model	Navigation - Organized
8	Model	Navigation - Options
9	Model	Navigation - Layout
10	Model	Look and Feel - Appeal
11	Model	Look and Feel - Balance
12	Model	Look and Feel - Readability
13	Model	Tasks/Transactions - Simplicity
14	Model	Tasks/Transactions - Instructions
15	Model	Tasks/Transactions - Verification
16	Model	Site Performance - Loading
17	Model	Site Performance - Consistency
18	Model	Site Performance - Errors
19	Model	Satisfaction - Overall
20	Model	Satisfaction - Expectations
21	Model	Satisfaction - Ideal

22	Model	Return
23	Model	Recommend
24	Model	Increase Usage
25	Custom	Primary Reason
26	Custom	OE_Primary Reason
27	Custom	Accomplish
28	Custom	OE_Not Accomplish
29	Custom	Password Reset
30	Custom	Password Reset Method
31	Custom	Role
32	Custom	Device
33	Custom	Mobile Device
34	Custom	Visit Frequency
35	Custom	OE_Additional Info
36	Custom	Tenure
37	Custom	Age
38	Custom	A11 Satisfaction
39	Custom	A11 Confidence
40	Custom	A11 Quality
41	Custom	A11 Ease
41	Custom	A11 Efficiency
42	Custom	A11 Equity Digital
43	Custom	A11 Helpful Digital