|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Survey: VHA Medical Centers V2** |  |  | | |  |
| **IA#:** |  |  | | |  |
| **Date: 11-4-2021** |  |  | | |  |
|  |  | |  |  | |
| **SURVEY TYPE: Customer Satisfaction Survey** |  | |  | | |
|  |  | |  |  | |
| **Survey Q#** | **Type#** | **Topic Type** | | |  |
| **1-2** | **MODEL** | **SATISFACTION\*** | | |  |
| **3-4** | **MODEL** | **SITE PERFORMANCE\*** | | |  |
| **5-6** | **MODEL** | **LOOK AND FEEL\*** | | |  |
| **7-8** | **MODEL** | **NAVIGATION\*** | | |  |
| **9-10** | **MODEL** | **INFORMATION BROWSING\*** | | |  |
| **11-12** | **MODEL** | **SITE INFORMATION\*** | | |  |
| **13** | **MODEL** | **RETURN** | | |  |
| **14** | **MODEL** | **RECOMMEND** | | |  |
| **15** | **CUSTOM** | **VISIT FREQUENCY** | | |  |
| **16** | **CUSTOM** | **ROLE** | | |  |
| **17** | **CUSTOM** | **AGE** | | |  |
| **18** | **CUSTOM** | **TYPE OF INFORMATION SEEKING** | | |  |
| **19** | **CUSTOM** | **FACILITY INFORMATION** | | |  |
| **20** | **CUSTOM** | **HEALTH CONDITION** | | |  |
| **21** | **CUSTOM** | **BENEFITS** | | |  |
| **22** | **CUSTOM** | **FIND INFO** | | |  |
| **23** | **CUSTOM** | **INFO UNDERSTAND** | | |  |
| **24** | **CUSTOM** | **INFO AMOUNT** | | |  |
| **25** | **CUSTOM** | **HOW HEAR** | | |  |

\*These model questions are partitioned. Respondents will be asked to answer only 2 of the 3 questions for each Topic Type.