

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.