Survey: Dept of State Mobile

IA#: 30841 Date: 7/19/2021

SURVEY TYPE: Customer Satisfaction

1 MODEL Satisfaction - Expectations 2 MODEL Satisfaction - Expectations 3 MODEL Satisfaction - Ideal 4 MODEL Recommend 5 MODEL Site Performance - Speed 6 MODEL Site Performance - Completeness 7 MODEL Look and Feel - Appeal 9 MODEL Look and Feel - Spacing 10 MODEL Look and Feel - Spacing 10 MODEL Look and Feel - Readability 11 MODEL Navigation - Layout 13 MODEL Navigation - Layout 13 MODEL Navigation - Links 14 MODEL Navigation - Links 14 MODEL Site Information - Relevance 15 MODEL Site Information - Readability 16 MODEL Site Information - Readability 17 MODEL Site Information - Readability 18 MODEL Return 19 MODEL Return	Survey Q#	Type#	Торіс Туре
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4 MODEL Site Performance - Speed 6 MODEL Site Performance - Completeness 7 MODEL Site Performance - Completeness 8 MODEL Site Performance - Responsiveness 8 MODEL Look and Feel - Appeal 9 MODEL Look and Feel - Spacing 10 MODEL Look and Feel - Readability 11 MODEL Navigation - Ease 12 MODEL Navigation - Layout 13 MODEL Navigation - Layout 14 MODEL Site Information - Relevance 15 MODEL Site Information - Relevance 15 MODEL Site Information - Readability 17 MODEL Site Information - Readability 18 MODEL Site Information - Readability 19 MODEL Primary Resource 20 CUSTOM Primary Purpose 21 CUSTOM Primary Purpose 22 CUSTOM Primary Purpose 23 CUSTOM Primary Purpose 24 CUSTOM Role - Govt-Specific 25 CUSTOM Role - Govt-Specific 26 CUSTOM Coronavirus - Able to Find 27 CUSTOM Coronavirus - Able to Find 28 CUSTOM Coronavirus - What Unable to Find 29 CUSTOM Able to Find 30 CUSTOM What Unable to Find - Open-End 31 CUSTOM Source 32 CUSTOM Source - Open-End 33 CUSTOM Source - Open-End 34 CUSTOM Search Experience 35 CUSTOM Search Experience	2	MODEL	Satisfaction - Expectations
5 MODEL Site Performance - Speed 6 MODEL Site Performance - Completeness 7 MODEL Site Performance - Responsiveness 8 MODEL Look and Feel - Appeal 9 MODEL Look and Feel - Spacing 10 MODEL Look and Feel - Spacing 11 MODEL Look and Feel - Readability 11 MODEL Navigation - Ease 12 MODEL Navigation - Layout 13 MODEL Site Information - Relevance 15 MODEL Site Information - Relevance 15 MODEL Site Information - Thoroughness 16 MODEL Site Information - Readability 17 MODEL Confidence in Info 18 MODEL Return 19 MODEL Primary Resource 20 CUSTOM Primary Purpose 21 CUSTOM Primary Purpose 22 CUSTOM Primary Purpose 23 CUSTOM Role - Govt-Specific 24 CUSTOM Role - Govt-Specific 25 CUSTOM Role - Govt-Specific 26 CUSTOM Coronavirus 27 CUSTOM Coronavirus - Able to Find 28 CUSTOM Coronavirus - What Unable to Find 29 CUSTOM Able to Find 30 CUSTOM Source 31 CUSTOM Source 32 CUSTOM Source 33 CUSTOM Source - Open-End 34 CUSTOM Search Experience 35 CUSTOM Search Experience	3	MODEL	Satisfaction - Ideal
6 MODEL Site Performance - Completeness 7 MODEL Site Performance - Responsiveness 8 MODEL Look and Feel - Appeal 9 MODEL Look and Feel - Spacing 10 MODEL Look and Feel - Spacing 11 MODEL Look and Feel - Spacing 12 MODEL Navigation - Ease 13 MODEL Navigation - Links 14 MODEL Site Information - Links 14 MODEL Site Information - Relevance 15 MODEL Site Information - Readability 17 MODEL Confidence in Info 18 MODEL Return 19 MODEL Primary Resource 20 CUSTOM Visit Frequency 21 CUSTOM Primary Purpose 22 CUSTOM Primary Purpose - Open-End 23 CUSTOM Role - Govt-Specific 25 CUSTOM Role - Govt-Specific 26 CUSTOM Coronavirus 27 CUSTOM Coronavirus 28 CUSTOM Coronavirus - Able to Find 29 CUSTOM Able to Find 30 CUSTOM What Unable to Find Open-End 31 CUSTOM Source - Open-End 32 CUSTOM Source - Open-End 33 CUSTOM Source - Open-End 34 CUSTOM Source - Open-End 35 CUSTOM Search Experience - Open-End	4	MODEL	Recommend
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16MODELSite Information - Readability17MODELConfidence in Info18MODELReturn19MODELPrimary Resource20CUSTOMVisit Frequency21CUSTOMPrimary Purpose22CUSTOMPrimary Purpose - Open-End23CUSTOMRole24CUSTOMRole - Govt-Specific25CUSTOMRole - Open-End26CUSTOMCoronavirus27CUSTOMCoronavirus - Able to Find28CUSTOMCoronavirus - What Unable to Find Open-End29CUSTOMAble to Find30CUSTOMWhat Unable to Find - Open-End31CUSTOMSource32CUSTOMSource - Open-End33CUSTOMSearch Used34CUSTOMSearch Experience35CUSTOMSearch Experience - Open-End	14	MODEL	Site Information - Relevance
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21CUSTOMPrimary Purpose22CUSTOMPrimary Purpose - Open-End23CUSTOMRole24CUSTOMRole - Govt-Specific25CUSTOMRole - Open-End26CUSTOMCoronavirus27CUSTOMCoronavirus - Able to Find28CUSTOMCoronavirus - What Unable to Find Open-End29CUSTOMAble to Find30CUSTOMWhat Unable to Find - Open-End31CUSTOMSource32CUSTOMSource - Open-End33CUSTOMSearch Used34CUSTOMSearch Experience35CUSTOMSearch Experience - Open-End	19	MODEL	Primary Resource
22CUSTOMPrimary Purpose - Open-End23CUSTOMRole24CUSTOMRole - Govt-Specific25CUSTOMRole - Open-End26CUSTOMCoronavirus27CUSTOMCoronavirus - Able to Find28CUSTOMCoronavirus - What Unable to Find Open-End29CUSTOMAble to Find30CUSTOMWhat Unable to Find - Open-End31CUSTOMSource32CUSTOMSource - Open-End33CUSTOMSearch Used34CUSTOMSearch Experience35CUSTOMSearch Experience - Open-End	20	CUSTOM	Visit Frequency
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24CUSTOMRole - Govt-Specific25CUSTOMRole - Open-End26CUSTOMCoronavirus27CUSTOMCoronavirus - Able to Find28CUSTOMCoronavirus - What Unable to Find Open-End29CUSTOMAble to Find30CUSTOMWhat Unable to Find - Open-End31CUSTOMSource32CUSTOMSource - Open-End33CUSTOMSearch Used34CUSTOMSearch Experience35CUSTOMSearch Experience - Open-End	22	CUSTOM	Primary Purpose - Open-End
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27CUSTOMCoronavirus - Able to Find28CUSTOMCoronavirus - What Unable to Find Open-End29CUSTOMAble to Find30CUSTOMWhat Unable to Find - Open-End31CUSTOMSource32CUSTOMSource - Open-End33CUSTOMSearch Used34CUSTOMSearch Experience35CUSTOMSearch Experience - Open-End	25	CUSTOM	Role - Open-End
28 CUSTOM Coronavirus - What Unable to Find Open-End 29 CUSTOM Able to Find 30 CUSTOM What Unable to Find - Open-End 31 CUSTOM Source 32 CUSTOM Source - Open-End 33 CUSTOM Search Used 34 CUSTOM Search Experience 35 CUSTOM Search Experience - Open-End	26	CUSTOM	Coronavirus
29CUSTOMAble to Find30CUSTOMWhat Unable to Find - Open-End31CUSTOMSource32CUSTOMSource - Open-End33CUSTOMSearch Used34CUSTOMSearch Experience35CUSTOMSearch Experience - Open-End	27	CUSTOM	Coronavirus – Able to Find
30 CUSTOM What Unable to Find - Open-End 31 CUSTOM Source 32 CUSTOM Source - Open-End 33 CUSTOM Search Used 34 CUSTOM Search Experience 35 CUSTOM Search Experience - Open-End	28	CUSTOM	Coronavirus – What Unable to Find Open-End
31 CUSTOM Source 32 CUSTOM Source - Open-End 33 CUSTOM Search Used 34 CUSTOM Search Experience 35 CUSTOM Search Experience - Open-End	29	CUSTOM	Able to Find
32 CUSTOM Source - Open-End 33 CUSTOM Search Used 34 CUSTOM Search Experience 35 CUSTOM Search Experience - Open-End	30	CUSTOM	What Unable to Find – Open-End
33 CUSTOM Search Used 34 CUSTOM Search Experience 35 CUSTOM Search Experience - Open-End	31	CUSTOM	Source
34 CUSTOM Search Experience 35 CUSTOM Search Experience - Open-End	32	CUSTOM	Source - Open-End
35 CUSTOM Search Experience - Open-End	33	CUSTOM	Search Used
	34	CUSTOM	Search Experience
36 CUSTOM Navigation Experience	35	CUSTOM	Search Experience – Open-End
	36	CUSTOM	Navigation Experience

37	CUSTOM	Navigation – Technical Difficulty
38	CUSTOM	Broken Link - Open-End
39	CUSTOM	Type Technical Difficulty – Open-End
40	CUSTOM	Navigation Experience – Open-End
41	CUSTOM	Improvement - Open-End