

Survey: Dept of State Mobile

IA#: 30841

Date: 7/19/2021

SURVEY TYPE: Customer Satisfaction

Survey Q#	Type#	Topic Type
1	MODEL	Satisfaction - Overall
2	MODEL	Satisfaction - Expectations
3	MODEL	Satisfaction - Ideal
4	MODEL	Recommend
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 - Readability
11	MODEL	Navigation - Ease
12	MODEL	Navigation - Layout
13	MODEL	Navigation - Links
14	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	Visit Frequency
21	CUSTOM	Primary Purpose
22	CUSTOM	Primary Purpose - Open-End
23	CUSTOM	Role
24	CUSTOM	Role - Govt-Specific
25	CUSTOM	Role - Open-End
26	CUSTOM	Coronavirus
27	CUSTOM	Coronavirus - Able to Find
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
36	CUSTOM	Navigation Experience

<b>37</b>	<b>CUSTOM</b>	<b>Navigation - Technical Difficulty</b>
<b>38</b>	<b>CUSTOM</b>	<b>Broken Link - Open-End</b>
<b>39</b>	<b>CUSTOM</b>	<b>Type Technical Difficulty - Open-End</b>
<b>40</b>	<b>CUSTOM</b>	<b>Navigation Experience - Open-End</b>
<b>41</b>	<b>CUSTOM</b>	<b>Improvement - Open-End</b>