

The text you see here will appear at the top and bottom of your survey, examples below. Default text is included and you may modify this text as needed.

### Welcome and Thank You Text

### **Welcome Text**

Thank you for visiting nrc.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

### Welcome Text - Tablet / Phone

Thank you for visiting nrc.gov. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

### **Thank You Text**

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

### Thank You Text - Tablet / Phone

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

# **Example Desktop**



#### **Customer Satisfaction Survey**

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an  $^{st}$ 

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

## **Example Mobile**



Thank you for visiting our site. You've been selected to participate in a brief survey to let us know how we can improve your experience. Please take a minute to share your opinions.

Required questions are denoted by an \*

Thank you for taking our survey - and for helping us serve you better.

·······

Cancel

ForeSee

ForeSee Privacy Policy

U.S. NRC Mobile 515p5x9EcE0c1cV1xJl5hw4C

Model Name Model ID Partitioned Date Model Version Yes - 2MQ

17.3.Y

2/3/2021

Red & Strike-Through: Delete Underlined & Italicized: Re-order

Pink: Addition Blue: Reword



Label	Satisfaction Questions		Label	Element Questions		Label	Future Behaviors
	Satisfaction			Site Performance (1=Poor, 10=Excellent, Don't Know)	1 1		Trust (1=Strongly Disagree, 10=Strongly Agree)
Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)		5 Site Performance - Speed	Please rate the <b>speed</b> that pages and content loaded for you.	17	Trust	I trust the information on this website.
	How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	1	6 Site Performance - Completeness	Please rate the consistency of <b>complete loading</b> of pages and content.			Return (1=Very Unlikely, 10=Very Likely)
atisfaction - Ideal	How does this site <b>compare to an ideal mobile website</b> ? (1=Not Very Close, 10=Very Close)		7 Site Performance - Responsiveness	Please rate the <b>responsiveness</b> of the pages to your actions.	18	Return	How likely are you to <b>return to nrc.gov</b> in the future?
	Recommend (NPS) (1=Very Unlikely, 10=Very Likely)			Look and Feel (1=Poor, 10=Excellent, Don't Know)			Primary Resource (1=Very Unlikely, 10=Very Likely)
ecommend	How likely are you to recommend nrc.gov to someone else?		8 Look and Feel - Appeal	Please rate the <b>visual appeal</b> of the pages that you visited.	19	Primary Resource	How likely are you to <b>use nrc.gov as your primary resource</b> for information about U.S. Nuclear Regulatory Commission?
			9 Look and Feel - Spacing	Please rate the <b>spacing</b> between items on the pages that you visited.			
		1	0 Look and Feel - Readability	Please rate the <b>legibility</b> of the pages that you visited.			
		1		Navigation (1=Poor, 10=Excellent, Don't Know) Please rate the ease of finding what you were looking for.			
		1	2Navigation - Layout	Please rate the <b>page layout</b> on displaying content and links where you could find them.			
		1	3Navigation - Links	Please rate the <b>links</b> on taking you where you needed to go.			
				Site Information (1=Poor, 10=Excellent, Don't Know)	1		
		1		Please rate the <b>relevance</b> to your interests of the information that you found.			
		1	5 Site Information - Thoroughness	Please rate the <b>thoroughness</b> of the information that you found.			
		1	6 Site Information - Readability	Please rate the <b>readability</b> of the information that you found.			

Red & Strike Through: Delete <u>Underlined & Italicized</u>: Re-order Pink: Addition

Blue: Reword



QID	AP Question Tag	Skip Fron	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
SBD9216Q001			For which of the following reasons did you visit the site today? (Please select all that apply.)	Learn about NRC			Y	Checkbox, one-up vertical	Skip Logic Group*	Reason
				Read event reports		-			Randomize	
				Research about nuclear reactors Find information on nuclear materials		-				
				Research information on radioactive waste		1				
				Find out about public involvement/meetings		1				
				Learn about current rulemakings		1				
				Report a safety concern						
				Learn about emergency preparedness		_				
				Know about radiation protection		4				
				Find employment at NRC Contact NRC		-				
				Download NRC forms		1				
				News and info		1				
				Find out what's new on the website						
				Find 10CFR information						
				Research or review current regulatory requirements, regulations and rules		-				
				Find or download NUREG reports		4				
				Obtain inspection reports Find a specific document		+				
				Other	A				Anchor Answer Choice	
SBD9216Q002		Α	What is your other reason for visiting the site?				N	Text area, no char limit	Skip Logic Group*	Other Reason
SBD9216Q006			Did you find what you were looking for?	Yes			Y	Radio button, one-up		Did you find
								vertical	Skip Logic Group*	
				No	F, C	-				
SBD9216Q007		-	What were you unable to find? Please he brief and specific	Partially	F, C		NI NI	Toyt area, no char limit	Ckin Logio Crount	OF Upoble
SBD9216Q007 SBD9216Q008		F C	What were you unable to find? Please be brief and specific.  If you were unable to obtain a specific report/document, which	I was not looking for a specific report/document.			N N	Text area, no char limit Radio button, one-up		OE_Unable Unable Report
3BB3210Q000		"	of the following best describes why?			4		vertical	Skip Logic Group*	Onable Report
				The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough)						
				I was not sure where the report/document is located on the site		1				
				I had a technical issue when trying to access the report/document (e.g. File		1				
				would not open, pages to access document would not load, etc.)						
				Other	G	1				
SBD9216Q009		G	What other reason were you unable to obtain a specific				N	Text area, no char limit		OE_Unable
			report/document?						Skip Logic Group*	Report
SBD9216Q010			The NRC website has two different search features. Which search feature(s) did you use during your visit today?	I used the general site search feature	K		Y	Radio button, one-up vertical	Skip Logic Group*	Search Used
			search readure(s) did you use during your visit today?					vertical		
				I used the ADAMS search feature	L	1				
				I used both the general site and ADAMS search features	K, L	1				
				Tused both the general site and ADAMS search readiles	1, 5					
				I did not use sither search		-				
				I did not use either search Don't recall		-				
SBD9216Q011		К	Please tell us about your experience with the general site	Results were not relevant/not what I wanted			Y	Checkbox, one-up	Skip Logic Group*	General Search
		.,	search feature today. (Please select all that apply.)	- The state of the				vertical		Experience
				T					D d	
				Too many results/I needed to refine my search Not enough results					Randomize	
						1				
				Returned NO results		1				
				Returned NO results Received error message(s)		-				
				Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful					Mutually Exclusive	
SBD9216Q016		L	Please tell us about your experience with the ADAMS search	Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful		-	Y	Checkbox, one-up	Mutually Exclusive Skip Logic Group*	ADAMS Search
SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today.</b> (Please select all that apply.)	Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful Results were not relevant/not what I wanted			Y	Checkbox, one-up vertical		ADAMS Search Experience
SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today</b> . (Please select all that apply.)	Returned NO results  Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful Results were not relevant/not what I wanted  Too many results/I needed to refine my search			Y		Skip Logic Group*	ADAMS Search Experience
 SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today</b> . (Please select all that apply.)	Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful Results were not relevant/not what I wanted  Too many results/I needed to refine my search Not enough results			Y			ADAMS Search Experience
SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today.</b> (Please select all that apply.)	Returned NO results  Received error message(s)  Search speed was too slow  I experienced a different search issue  Search results were helpful  Results were not relevant/not what I wanted  Too many results/I needed to refine my search  Not enough results  Returned NO results			Y		Skip Logic Group*	ADAMS Search Experience
  SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today.</b> (Please select all that apply.)	Returned NO results  Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful Results were not relevant/not what I wanted  Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s)			Y		Skip Logic Group*	ADAMS Search Experience
SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today.</b> (Please select all that apply.)	Returned NO results  Received error message(s)  Search speed was too slow  I experienced a different search issue  Search results were helpful  Results were not relevant/not what I wanted  Too many results/I needed to refine my search  Not enough results  Returned NO results  Received error message(s)  Search speed was too slow			Y		Skip Logic Group*	ADAMS Search Experience
  SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today</b> . (Please select all that apply.)	Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue			Y		Skip Logic Group* Randomize	ADAMS Search Experience
SBD9216Q016  SBD9216Q022		L	Please tell us about your experience with the ADAMS search feature today. (Please select all that apply.)  If you could make one improvement to the site, what would it	Returned NO results  Received error message(s)  Search speed was too slow  I experienced a different search issue  Search results were helpful  Results were not relevant/not what I wanted  Too many results/I needed to refine my search  Not enough results  Returned NO results  Received error message(s)  Search speed was too slow			Y	vertical Radio button, one-up	Skip Logic Group*	ADAMS Search Experience
		L	feature today. (Please select all that apply.)	Returned NO results  Received error message(s)  Search speed was too slow I experienced a different search issue  Search results were helpful  Results were not relevant/not what I wanted  Too many results/I needed to refine my search  Not enough results  Returned NO results  Received error message(s)  Search speed was too slow I experienced a different search issue  Search results were helpful				vertical	Skip Logic Group*  Randomize  Mutually Exclusive	Experience
		L	feature today. (Please select all that apply.)  If you could make one improvement to the site, what would it	Returned NO results  Received error message(s)  Search speed was too slow I experienced a different search issue  Search results were helpful  Results were not relevant/not what I wanted  Too many results/I needed to refine my search  Not enough results  Returned NO results  Received error message(s)  Search speed was too slow I experienced a different search issue  Search results were helpful				vertical Radio button, one-up	Skip Logic Group*  Randomize  Mutually Exclusive	Experience

			Have better search criteria						
			Provide better search results						
			Improve the direct links, make them more intuitive						
			Enhance the navigation of the site, make it more user friendly					Randomize	
			Make available more detailed information						
			Make the terminology more understandable		1				
			Update information more frequently		1				
			Provide better 10CFR information						
			Provide more documents, specific documents						
			Offer older NUREGs, regulatory reports, guidelines, rules and regulations		1				
			Supply all documents electronically or in PDF format		-				
			Have a better site organization, better site map	_	-				
				<b>—</b>	-			Anchor Answer Choice	
			Other	A					0.1
SBD9216Q023	A	What other improvement would you make to this site?				N	Text area, no char limit	Skip Logic Group*	Other Improvements
SBD9216Q024		What source brought you to our site?	Past experience/familiarity with the site			Y	Radio button, one-up vertical	Skip Logic Group*	Source
			Search engine						
			NRC Blog, NRC Tweet, NRC YouTube Channel, etc.	L					
			Other government site						
			Site bookmarked						
			Referral						
			Printed materials						
			Media/news story						
			Other	J	-				
SBD9216Q025	J	What other source brought you to our site?	Other	+ -		N	Text area, no char limit	Skip Logic Group*	Other Source
SBD9216Q025 SBD9216Q026	L		First time			Y	Radio button, one-up	Skip Logic Group*	NRC SM
35D9210Q020		How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?				·	vertical	Skip Logic Group	Frequency
			Every 6 months or less						
			About once a month						
			About once a week						
			Daily						
			More than once a day		1				
SBD9216Q027		How frequently do you visit this site?	First time			Υ	Radio button, one-up vertical		Visit Frequency
			More than once a day		1				
			Daily		1				
			About once a week		1				
			About once a month		1				
			Every 6 months or less		1				
SBD9216Q028		Which role/affiliation best describes you?	NRC licensee			Y	Radio button, one-up	Skip Logic Group*	Role
			State or local government				vertical	Randomize	
			International regulatory community						
			Public interest group						
			NRC employee/contractor						
					-				
			Other federal employee	-					
			Nuclear industry	_					
			Member of the public						
			News media						
			Congress						
			Researcher						
			Consultant						
			Student						
			Teacher						
			Other	A				Anchor Answer Choice	
SBD9216Q029	A	What other role best describes you?				N	Text area, no char limit	Skip Logic Group*	Other role
SBD9216Q030		Do you have any other comments about our site? (Please specify)				N	Text area, no char limit		Other comments about site
	1	[PE : 1 27	1	1		1	The state of the s	1	

Model Name Model ID Partitioned Date

U.S. NRC Mobile 515p5x9EcE0c1cV1xJI5hw4C Yes - 2MQ Red & Strike-Through: Delete Underlined & Italicized: Re-order Pink: Addition Blue: Reword



QID	AP Question Tag	Skip From	Question Text	Answer Choices	Skip To	AP Answer Tag	Required Y/N	Туре	Special Instructions	CQ Label
SBD9216Q001			For which of the following reasons did you visit the site today? (Please select all that apply.)	Learn about NRC			Y	Checkbox, one-up vertical	Skip Logic Group*	Reason
						1			L	
				Read event reports		-			Randomize	
				Research about nuclear reactors Find information on nuclear materials		-				
				Research information on radioactive waste		1				
				Find out about public involvement/meetings		1				
				Learn about current rulemakings						
				Report a safety concern		1				
				Learn about emergency preparedness						
				Know about radiation protection						
				Find employment at NRC						
				Contact NRC						
				Download NRC forms		-				
				News and info		-				
				Find out what's new on the website		1				
				Find 10CFR information		-				
				Research or review current regulatory requirements, regulations and rules Find or download NUREG reports		-				
				Obtain inspection reports		1				
				Find a specific document		-				
				Other	Α				Anchor Answer Choice	
SBD9216Q002		Α	What is your other reason for visiting the site?				N	Text area, no char limit		Other Reason
SBD9216Q003			Which area(s) of the site did you visit? (Please select all that	Nuclear Reactors	A		¥	Checkbox, one-up		Site Area Visited
			apply.)					<del>vertical</del>	Skip Logic Group*	
				Nuclear Materials	A	1			Randomize	
				Radioactive Waste	A	4				
				Nuclear Security Public Meetings & Involvement	A	4				
					A	1				
				NRC Library About NRC	A	-				
				Facility Locator	A					
				Student Corner	A	-				
			<del>un</del>	None of the above					Mutually Exclusive	
SBD9216Q004		A	How useful did you find the information in the section(s) you	1 = Not at all useful	В		¥	Radio button, scale, no	Skip Logic Group**	How Useful
· ·			visited?		В			dault linairi	Skip Logic Group	
				2		1				
				4						
				5 = Very useful						
SBD9216Q005		B	Please let us know what we can do to make this section better.				N	Text area, no char limit	Skip Logic Group**	OE_More Usefu
SBD9216Q006			Did you find what you were looking for?	Yes			Y	Radio button, one-up vertical	Skip Logic Group*	Did you find
				No	F, C					
				Partially	F, C					
SBD9216Q007		F	What were you unable to find? Please be brief and specific.				N	Text area, no char limit	Skip Logic Group*	OE_Unable
SBD9216Q008		С	If you were unable to obtain a specific report/document, which	I was not looking for a specific report/document.			N	Radio button, one-up	Skip Logic Group*	Unable Report
			of the following best describes why?	The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough)				Nomical	,	
				I was not sure where the report/document is located on the site		1				
				I had a technical issue when trying to access the report/document (e.g. File would not open, pages to access document would not load, etc.)						
						-				
CDD03160000		_	NA/hot other recommended to obtain a	Other	G		NI.	Tout area no abor l'orit		OE Unable
SBD9216Q009		G	What other reason were you unable to obtain a specific report/document?				N	Text area, no char limit	Skip Logic Group*	CE_Unable Report
SBD9216Q010			The NRC website has two different search features. Which search feature(s) did you use during your visit today?	I used the general site search feature	K, <del>K2,</del> <del>K3, K</del> 4		Y	Radio button, one-up vertical	Skip Logic Group*	Search Used
				I used the ADAMS search feature	L,- <del>L2,</del>	-				
					L3, L4					
				I used both the general site and ADAMS search features	K, <del>K2,</del> <del>K3, K4,</del> L, <del>L2,</del> <del>L3, L4</del>					
					L5, E4					
				Lattel made and a State of the		-				
				I did not use either search		-				
SBD9216Q011		V	Diago tall us about your experience with the manage - 't-	Don't recall  Peculis were not relevent/net what I wented			Y	Chookhoy and	Ckin Logio Craunt	Conoral Casa-
DBD9/160011		K	Please tell us about your experience with the <b>general site</b> search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted			Y	Checkbox, one-up vertical	Skip Logic Group*	General Search Experience
			(							
			4,7,7	Too many results/I needed to refine my search Not enough results					Randomize	

	1			Deturned NO results	1				
				Returned NO results Received error message(s)					
				Search speed was too slow					
				I experienced a different search issue	K1				
				Search results were helpful				Mutually Exclusive	
SBD9216Q012		K1	Please tell us about the search issue you experienced.			Н	Text area, no char limit	Skip Logic Group*	OE_General Search Exp
SBD9216Q013		K2	Please rate the relevance of the general site search results.	1=P00f		¥	Radio button, scale, no don't know	Skip Logic Group*	General Searc
				i	2			Citip Edgio Citatp	
				-	3				
					3				
					Z				
					3				
					<del>)</del>				
SBD9216Q014		K3	Disease rate the expeniention of the general site energy year.	Excellent=10 1=Poor		¥	Radio button, scale, no	Chia Lagia Crountt	General Searc
35D3210Q014		I No	Please rate the organization of the general site search results:	1-1-001			don't know	Skip Logic Group	Org
					2				
					1				
					5				
					2				
					3				
				- "	9				
CDD0216001E		K4	Diagon rate how well the general cite coarch feeture helps you	Excellent=10 1=Poor		¥	Radio button, coals as	Ckin Logio Crountt	General Searc
SBD9216Q015		K-4	Please rate how well the general site search feature helps you to narrow the results to find what you want.	<del>1=1,00t</del>		¥	Radio button, scale, no don't know	Skip Logic Group**	Narrow
					2				
					3				
					1				
					7				
					3				
					•				
				Excellent=10					
SBD9216Q016		L	Please tell us about your <b>experience with the ADAMS search feature today.</b> (Please select all that apply.)	Results were not relevant/not what I wanted		Υ	Checkbox, one-up vertical	Skip Logic Group*	ADAMS Search Experience
				Too many results/I needed to refine my search					
				Not enough results				Randomize	
				Not enough results Returned NO results				Randomize	
				Not enough results Returned NO results Received error message(s)				Randomize	
				Not enough results Returned NO results Received error message(s) Search speed was too slow				Randomize	
				Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue	L1				
SBD9216O017		L1		Not enough results Returned NO results Received error message(s) Search speed was too slow	L1	N		Mutually Exclusive	OF ADAMS
		Ŀ1	Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	L1	N	Text area, no char-limit		OE_ADAMS search issue
		L1 L2		Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue	L1	N Y		Mutually Exclusive Skip Logic Group*	search issue
			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	L1		Text area, no char limit	Mutually Exclusive	search issue  ADAMS Searce
			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	2		Text area, no char limit	Mutually Exclusive Skip Logic Group*	search issue  ADAMS Searce
			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4		Text area, no char limit	Mutually Exclusive Skip Logic Group*	search issue  ADAMS Searce
			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4		Text area, no char limit	Mutually Exclusive Skip Logic Group*	search issue
			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4		Text area, no char limit	Mutually Exclusive Skip Logic Group*	search issue
			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4		Text area, no char limit	Mutually Exclusive Skip Logic Group*	search issue  ADAMS Searce
			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4		Text area, no char limit	Mutually Exclusive Skip Logic Group*	search issue  ADAMS Searce
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4		Text-area, no-char limit  Radio button, scale, no don't know	Mutually Exclusive Skip Logic Group* Skip Logic Group*	search-issue  ADAMS-Searc Relevance
SBD9216Q018			Please tell-us about the ADAMS search issue you experienced.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4		Text area, no char limit	Mutually Exclusive Skip Logic Group* Skip Logic Group*	search-issue  ADAMS-Searc Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	Search-issue  ADAMS-Searc Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Returned NO results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	22 34 4	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	Search-issue  ADAMS Searc Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful  I=Poor  Excellent=10 I=Poor	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	Search-issue  ADAMS-Searc Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful  I=Poor  Excellent=10 I=Poor	2 2 3 3 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	ADAMS Seare Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful  I=Poor  Excellent=10 I=Poor	2 2 3 3 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	Search-issue  ADAMS-Searc Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful  I=Poor  Excellent=10 I=Poor	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	Search-issue  ADAMS Searc Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful  I=Poor  Excellent=10 I=Poor	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	Search-issue  ADAMS Searc Relevance
SBD9216Q018		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group* Skip Logic Group*	Search-issue  ADAMS-Searc Relevance
SBD9216Q018 SBD9216Q019		F3	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results:  Please rate the organization of ADAMS search results.	Not enough results Received error message(s) Search speed was too slow Lexperienced a different search issue Search results were helpful  1=Poor  Excellent=10 1=Poor  Excellent=10 1=Poor	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no don't know	Mutually Exclusive Skip Logic Group*  Skip Logic Group*  Skip Logic Group*	ADAMS Seare Relevance  ADAMS Seare Relevance  ADAMS Seare Org
SBD9216Q018 SBD9216Q019		L2	Please tell-us about the ADAMS search issue you experienced.  Please rate the relevance of the ADAMS search results:  Please rate the organization of ADAMS search results.	Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	¥	Text area, no char limit  Radio button, scale, no don't know  Radio button, scale, no	Mutually Exclusive Skip Logic Group*  Skip Logic Group*  Skip Logic Group*	ADAMS-Search Relevance  ADAMS-Search Relevance  ADAMS-Search Org
SBD9216Q018		F3	Please rate the relevance of the ADAMS search results:  Please rate the organization of ADAMS search results.	Not enough results Received error message(s) Search speed was too slow Lexperienced a different search issue Search results were helpful  1=Poor  Excellent=10 1=Poor  Excellent=10 1=Poor	2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	¥	Text-area, no-char limit  Radio button, seale, no don't know  Radio button, seale, no don't know  Radio button, seale, no	Mutually Exclusive Skip Logic Group*  Skip Logic Group*  Skip Logic Group*	ADAMS Search  ADAMS Search  ADAMS Search  ADAMS Search  ADAMS Search
SBD9216Q018 SBD9216Q019		F3	Please rate the relevance of the ADAMS search results:  Please rate the organization of ADAMS search results.	Not enough results Received error message(s) Search speed was too slow Lexperienced a different search issue Search results were helpful  1=Poor  Excellent=10 1=Poor  Excellent=10 1=Poor	2 2 3 3 3 3 4 4 5 5 5 5 7 7 7 8 3 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	¥	Text-area, no-char limit  Radio button, seale, no don't know  Radio button, seale, no don't know  Radio button, seale, no	Mutually Exclusive Skip Logic Group*  Skip Logic Group*  Skip Logic Group*	ADAMS Search  ADAMS Search  ADAMS Search  ADAMS Search  ADAMS Search
SBD9216Q017 SBD9216Q019 SBD9216Q019		F3	Please rate the relevance of the ADAMS search results:  Please rate the organization of ADAMS search results.	Not enough results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful  I=Poer  Excellent=10 I=Poer  Excellent=10 I=Poer	2 2 3 3 3 3 4 4 5 5 5 5 7 7 7 8 3 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	¥	Text-area, no-char limit  Radio button, seale, no don't know  Radio button, seale, no don't know  Radio button, seale, no	Mutually Exclusive Skip Logic Group*  Skip Logic Group*  Skip Logic Group*	ADAMS Seare  ADAMS Seare  ADAMS Seare  Org

				-1			1	
				6				
				7				
				8				
				9				
			Excellent=10					
SBD9216Q021		What other information would you like to see on the NRC site? (Please specify)			Н	Text area, no char limit	Skip Logic Group*	Other info wanted
SBD9216Q022		If you could make one improvement to the site, what would it be?	No improvements are necessary		Υ	Radio button, one-up vertical	Anchor Answer Choice	One Improvement
			Improve the ADAMS search engine					
			Improve the regular or advanced search feature				Skip Logic Group**	
			Have better search criteria					
			Provide better search results					
			Improve the direct links, make them more intuitive				Randomize	
			Enhance the navigation of the site, make it more user friendly  Make available more detailed information				Randomize	
			Make the terminology more understandable					
			Update information more frequently					
			Provide better 10CFR information					
			Provide more documents, specific documents					
			Offer older NUREGs, regulatory reports, guidelines, rules and regulations					
			Supply all documents electronically or in PDF format					
			Have a better site organization, better site map				A	
SBD9216Q023	_	Miles at a their improvement would you make to this site?	Other	Α	NI NI	Tout area no abor limit	Anchor Answer Choice	Other
-	A	What other improvement would you make to this site?			N	Text area, no char limit	Skip Logic Group*	Other Improvements
SBD9216Q024		What source brought you to our site?	Past experience/familiarity with the site		Υ	Radio button, one-up vertical	Skip Logic Group*	Source
			Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc.	L				
			Other government site					
			Site bookmarked					
			Referral					
			Printed materials					
			Media/news story					
			Other	J				
SBD9216Q025	J	What other source brought you to our site?			N	Text area, no char limit	Skip Logic Group*	Other Source
SBD9216Q026	L	How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	Hirst time		Υ	Radio button, one-up vertical	Skip Logic Group*	NRC SM Frequency
			Every 6 months or less					
			About once a month					
			About once a week					
			Daily					
			More than once a day					
SBD9216Q027		How frequently do you visit this site?	First time		Υ	Radio button, one-up vertical		Visit Frequency
			More than once a day					
			Daily					
			About once a week					
			About once a month					
SBD9216Q028		Which role/affiliation best describes you?	Every 6 months or less NRC licensee		Y	Radio button, one-up	Skip Logic Group*	Role
2PD35T0Q050		Which role/affiliation best describes you?	INITO IICETISCE		,	vertical	Skip Logic Group	Note
			State or local government				Randomize	
			International regulatory community					
			Public interest group					
			NRC employee/contractor					
			Other federal employee					
			Nuclear industry					
			Member of the public					
			News media Congress					
			Researcher					
			Consultant					
			Student					
			Teacher					
			Other	Α			Anchor Answer Choice	
SBD9216Q029	Α	What other role best describes you?			N	Text area, no char limit	Skip Logic Group*	Other role
SBD9216Q030		Do you have any other comments about our site? (Please			N	Text area, no char limit		Other comments
		specify)						about site

Attribute	Value
Channel	Mobile
Touchpoint Name	Informational
Hierarchy	No
Model Type	PredCSAT Desktop Info
Journey Phase	Awareness
Touchpoint Type	Standard
Partner Involved	No
Replay	No
Version Number of Model Template	17.3.Y

Survey Type	PREDCSAT_NPS
Look and Feel	Multi Page
Theme Color	#3E576B