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| **Survey: US NRC Satisfaction Survey v3** |   |
| **IA#: 30723** |  |  |   |
| **Date: 3/10/2022** |  |   |
|  |  |  |  |
| **SURVEY TYPE: Visitor Satisfaction (Desktop Site)**  |
|  |  |  |  |
| **Survey Q#** | **Type#** | **Topic Type** |   |
| **1** | **MODEL** | **Satisfaction – Overall** |  |
| **2** | **MODEL** | **Satisfaction – Expectations** |  |
| **3** | **MODEL** | **Satisfaction – Ideal** |  |
| **4** | **MODEL** | **Recommend (NPS)** |  |
| **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** | **Trust** |  |
| **18** | **MODEL** | **Return** |  |
| **19** | **MODEL** | **Primary Resource** |  |
| **20** | **CUSTOM** | **Reason** |  |
| **21** | **CUSTOM** | **Other Reason** (optional open-end if reason is “other”) |  |
| **22** | **CUSTOM** | **Did you find** |  |
| **23** | **CUSTOM** | **OE\_Unable** (optional open-end if unable to find) |  |
| **24** | **CUSTOM** | **Unable Report** (optional skip logic if unable to find) |  |
| **25** | **CUSTOM** | **OE\_Unable Report** (optional open-end if reason for unable to find is “other”) |  |
| **26** | **CUSTOM** | **Search Used** |  |
| **27** | **CUSTOM** | **General Search Experience** (skip logic if used general search) |  |
| **28** | **CUSTOM** | **ADAMS Search Experience** (skip logic if used ADAMS search) |  |
| **29** | **CUSTOM** | **One Improvement** |  |
| **30** | **CUSTOM** | **Other Improvement** (optional open-end if one improvement is “other”) |  |
| **31** | **CUSTOM** | **Source** |  |
| **32** | **CUSTOM** | **Other Source** (optional open-end if source is “other”) |  |
| **33** | **CUSTOM** | **NRC SM Frequency** (skip logic if source is “social media”) |  |
| **34** | **CUSTOM** | **Visit Frequency** |  |
| **35** | **CUSTOM** | **Role** |  |
| **36** | **CUSTOM** | **Other role** (optional open-end if role is “other”) |  |
| **37** | **CUSTOM** | **Other comments about site** (optional open-end for any other comments) |  |