|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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) | | |  |