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)