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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** | **Look and Feel - Appeal** | | |  |
| **2** | **MODEL** | **Look and Feel - Balance** | | |  |
| **3** | **MODEL** | **Look and Feel - Readability** | | |  |
| **4** | **MODEL** | **Site Performance – Loading** | | |  |
| **5** | **MODEL** | **Site Performance – Consistency** | | |  |
| **6** | **MODEL** | **Site Performance -Completeness** | | |  |
| **7** | **MODEL** | **Navigation – Organized** | | |  |
| **8** | **MODEL** | **Navigation – Options** | | |  |
| **9** | **MODEL** | **Navigation – Layout** | | |  |
| **10** | **MODEL** | **Site Information - Thoroughness** | | |  |
| **11** | **MODEL** | **Site Information – Understandable** | | |  |
| **12** | **MODEL** | **Site Information – Answers** | | |  |
| **13** | **MODEL** | **Search-Relevance** | | |  |
| **14** | **MODEL** | **Search-Organization** | | |  |
| **15** | **MODEL** | **Search-Selection Help** | | |  |
| **16** | **MODEL** | **Search-Narrow** | | |  |
| **17** | **MODEL** | **Satisfaction – Overall** | | |  |
| **18** | **MODEL** | **Satisfaction – Expectations** | | |  |
| **19** | **MODEL** | **Satisfaction – Ideal** | | |  |
| **20** | **MODEL** | **Return (NPS)** | | |  |
| **21** | **MODEL** | **Recommend (NPS)** | | |  |
| **22** | **CUSTOM** | **Visit Frequency** | | |  |
| **23** | **CUSTOM** | **Role** | | |  |
| **24** | **CUSTOM** | **Other Role** | | |  |
| **25** | **CUSTOM** | **Reason** | | |  |
| **26** | **CUSTOM** | **Other Primary Reason** | | |  |
| **27** | **CUSTOM** | Site Area Visited | | |  |
| **28** | **CUSTOM** | How Useful | | |  |
| **29** | **CUSTOM** | **OE\_More Useful** | | |  |
| **30** | **CUSTOM** | Did You Find | | |  |
| **31** | **CUSTOM** | **OE\_Unable** | | |  |
| **32** | **CUSTOM** | Unable Report | | |  |
| **33** | **CUSTOM** | Other\_Unable Report | | |  |
| **34** | **CUSTOM** | **Source** | | |  |
| **35** | **CUSTOM** | **Other Source** | | |  |
| **36** | **CUSTOM** | **NRC SM Frequency** | | |  |
| **37** | **CUSTOM** | **Search Used** | | |  |
| **38** | **CUSTOM** | **General Search Experience** | | |  |
| **39** | **CUSTOM** | **OE\_General Search Exp** | | |  |
| **40** | **CUSTOM** | **ADAMS Search Experience** | | |  |
| **41** | **CUSTOM** | **OE\_ADAMS Search Issue** | | |  |
| **42** | **CUSTOM** | **Other Info Wanted** | | |  |
| **43** | **CUSTOM** | **One Improvement** | | |  |
| **44** | **CUSTOM** | **Other Improvements** | | |  |
| **45** | **CUSTOM** | **Other Comments About Site** | | |  |