

**Survey:**  
 FTC  
 Consumer  
 Mobile  
**IA#:**  
**Date:**  
 11/25/2019

**SURVEY**      Government – Mobile  
**TYPE:**        Informational

Survey Q#	Type#	Topic Type
1	Standard	Satisfaction Overall
2	Standard	Satisfaction Expectations
3	Standard	Satisfaction Ideal
4	Standard	Site Performance Speed
5	Standard	Site Performance Completeness
6	Standard	Site Performance Responsiveness
7	Standard	Look and Feel - Appeal
8	Standard	Look and Feel - Spacing
9	Standard	Look and Feel - Legibility
10	Standard	Navigation – Ease of Finding
11	Standard	Navigation - Layout
12	Standard	Navigation - Links
13	Standard	Site Info - Relevance
14	Standard	Site Info Thoroughness
15	Standard	Site Info Readability
16	Standard	Return
17	Standard	Recommend site
18	Standard	Primary Resource
19	Custom	Visit Frequency
20	Custom	Topics of interest
21	Custom	Primary reason
22	Custom	Specify primary reason if other

23	Custom	Who was the information for
24	Custom	Primary role
25	Custom	Primary role if other
26	Custom	Task accomplishment
27	Custom	If task was not completed, why
28	Custom	Navigation experience
29	Custom	Specific problems with navigation
30	Custom	Specific problems with navigation if other
31	Custom	Was the search feature helpful
32	Custom	Describe why you didn't use the search feature (if not used)
33	Custom	Age
34	Custom	What can we do to improve