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| **Survey: ERS Content + Search v2** |  |  |   |
| **IA#: 30923** |  |  |   |
| **Date: 3/30/22** |  |  |   |
|  |  |  |  |
| **SURVEY TYPE:** | desktop |   |
|  |  |  |  |
| **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 Information Browsing – Sort Information

11 Model Information Browsing – Narrow Information

12 Model Information Browsing - Features

13 Model Site Information - Thoroughness

14 Model Site Information - Understandable

15 Model Site Information - Answers

16 Model Satisfaction - Overall

17 Model Satisfaction - Expectations

18 Model Satisfaction - Ideal

19 Model Recommend

20 Model Primary Resource

21 Custom Frequency of Visit

22 Custom Describes

23 Custom Other Best Describes

24 Custom Primary Reason for Visit

25 Custom Other Reason for Visit

26 Custom Quality

27 Custom OE Quality – Why Unable

28 Custom Trust

29 Custom Ease

30 Custom Efficiency/Speed

31 Custom Equity/Transparency

32 Custom Employee Helpfulness

33 Custom Improvements