

Survey Title: SRS Web customer Satisfaction Survey

Introduction: Please answer a few short questions and tell us how we did today. Your feedback will help us improve how we provide information online. Thanks!

Questionnaire:

1. Which one best describes your role in visiting the site today?

1. Policy maker or legislator (including staff)
2. Researcher or analyst
3. Writer or reporter
4. Information scientist or librarian
5. Administrator or executive
6. Teacher
7. Student
8. Member of the public
9. Other: _____

2. What is the one thing you most wanted to find today?

1. Something general on science, engineering, or technology
2. Something on a specific topic
3. A publication or document I knew about
4. Survey data
5. A graphic or figure I knew about
6. Grant application
7. Job information
8. Not sure/Just exploring
9. Other: _____

3. Did you find what you were looking for?

1. Yes
2. Part of it
3. No
4. I'm still looking (Skip respondent to Question 5)
5. Other: _____

4. How hard was it, or is it, to find what you want?
 1. Very difficult
 2. Difficult
 3. Neither difficult nor easy
 4. Easy
 5. Very easy
 6. Can't say
 7. Other: _____

5. How often do you visit nsf.gov/statistics?
 1. First-time visitor
 2. Daily
 3. Weekly
 4. Monthly
 5. Less than once a month
 6. It depends
 7. Other: _____

6. How satisfied are you with the usefulness of our statistics?
 1. Very satisfied
 2. Satisfied
 3. Both satisfied and dissatisfied
 4. Dissatisfied
 5. Very dissatisfied
 6. No opinion/Unsure
 7. Other: _____

Checkpoint 1:

IF Q2=4 (looking for data) and Q3=1 or 2 (Found it or part of it) ; otherwise skip to Checkpoint 2

7. Will you be able to use these data as formatted (without converting them to another format)?
 1. Yes
 2. No
 3. Not sure
 4. Other: _____

8. If available, what data format do you prefer?
 1. Excel

2. CSV
3. HTML
4. Tool to create my own table or chart
5. Any of these
6. Other: _____

Checkpoint 2:

If Q2=3 (looking for a publication) and Q3= 1 or 2 (found it), continue; otherwise, skip to Checkpoint 3.

9. Which one best describes the type of publication you wanted to find today?

1. Info brief or other short report with data and analysis
2. Special report with extensive data and analysis
3. Detailed statistical tables (DSTs) including notes
4. Other: _____

10. Which one best describes how you plan to read it?

1. Look at website online
2. Look at downloaded file online
3. Print out HTML
4. Print out PDF
5. Other: _____

11. Would something else be better? _____

Checkpoint 3:

If Q2=3 (looking for a figure or graphic) and Q3= 1 or 2 (found it), continue; otherwise, skip to Wrap-Up.

12. How likely is it that you will have to convert these figures to a different format?

1. Very likely
2. Somewhat likely
3. Not very likely
4. Not sure
5. Other: _____

13. If available, which format would you prefer for these figures?

1. GIF
2. JPEG

3. PowerPoint
4. Any of these
5. Depends on how I will use it
6. Other: _____

Wrap-up

14. How helpful are the categories and subcategories on the home page?

1. Very helpful
2. Moderately helpful
3. Somewhat helpful
4. Not very helpful
5. No opinion/Not sure
6. Other: _____

15. Overall, how easy or difficult is it to use nsf.gov/statistics compared to other federal government web sites?

1. Very difficult
2. Difficult
3. Neither easy nor difficult
4. Easy
5. Very easy
6. I don't know yet
7. Other: _____

16. Is there anything you'd like to tell us about your experience?

Thank you!