Research.gov Suggested Custom Questions

Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Y	What best describes your primary role in visiting Research.gov today? (If more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	General Public		Radio button, one-up vertical	Single	Y
		Researcher/Faculty				
		Sponsored Project Administrator				
		Institution Administrator				
		Educator				
		Congressional Staff				
		Federal government employee				
		State or local government representative or employee				
		Student				
		Other (please specify):				
Y	Which of the following are you affiliated with?	Not affiliated with a research organization or institution		Radio button, one-up vertical	Single	Y
		University that grants PhDs (please which one):				
		University that does not grant PhDs (please specify which one):				
		Corporation or other business organization (please specify which one):				
		Non-profit organization (please specify which one):				
	Have you submitted a proposal to the federal government in the past three years?	Yes			Single	
		No				
	Do you currently hold a federal award?	Yes			Single	Y
		No				
Y	How frequently do you visit this site?	First time		Radio button, one-up vertical	Single	Y
		Daily				
		Weekly				
		Monthly				
		Less than once a month				
Y	What is your purpose in visiting Research.gov today? Check all that apply.	Find general research information		Checkbox, one-up vertical	Multi	Y
		Search for grant awards				
		Check proposal status				
		Submit financial reports				
		Other, please specify				
	Did you find what you were looking for?	Yes		Radio button, one-up vertical	Single	Y

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		I wasn't looking for anything in particular				
		No, I was looking for:	A			
A	If you did not find what you were looking for, what will you do next?	Nothing, although I did not find/complete what I wanted Call or email Research.gov Return to Research.gov web site later and try again Ask a colleague Other, please specify		Radio button, one-up vertical	Single	N
	Does using Research.gov save you time in your daily work?	Yes	A	Radio button, one-up vertical	Single	Y
		No				
A	How much time does Research.gov save you in your work (e.g., vs. manual options)?	Less than 2 hours 2-3 hours 4-5 hours 6 or more hours		Radio button, one-up vertical	Single	N
Y	Which Research.gov services did you access today? (Please check all that apply)	Research Spending and Results Policy Library Research Headlines Grants Application Status Federal Financial Report (Beta) Institution and User Management Other, please specify		Checkbox, one-up vertical	Multi	Y
Y	How did you hear about Research.gov?	Colleague Outreach event, please specify: Grantee association (e.g., NCURA, SRA, etc.), please specify: Federal agency, please specify: Web site, please specify: Other, please specify		Checkbox, one-up vertical	Multi	Y
	What did you like about the site?			Text area, no char limit	Single	N
	If you could identify one improvement to the Research.gov site, what would that improvement be?			Text area, no char limit		N
Y	What agencies do you use Research.gov services for?	National Science Foundation National Aeronautics and Space Administration US Department of Agriculture/Cooperative State Research, Education, and Extension Service Department of Defense/Army Research Office		Checkbox, one-up vertical	Multi	Y
Y	What Federal agencies would you like to see Research.gov services for?	National Institutes of Health (NIH) Department of Defense/Office of Naval Research (ONR) Department of Defense/Army Medical Research and Material Command (AMRMC) Department of Defense/Air Force Office of Scientific Research (AFOSR) Department of Defense/DARPA		Checkbox, one-up vertical	Multi	Y

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		Department of Energy (DOE)				
		Environmental Protection Agency (EPA)				
		Department of Interior/US Geological Survey (USGS)				
		Department of Commerce (DOC)/National Oceanic and Atmospheric Administration (NOAA)				
		Department of Commerce (DOC)/National Institute of Standards and Technology (NIST)				
		Other, please specify:				
Skips with Above Question	What services would you like to see for the agencies that you indicated?			Text area, no char limit		N

Research.gov Suggested Model Questions

MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
*NOTE: **All** questions under each element are **required.** Element questions are partitioned among surveys.*	*Satisfaction questions are required. Satisfaction questions appear on all surveys.*	*Future behaviors may be modified based on your site's objectives.*
REQUIRED ELEMENTS (common to all websites)		
Content (1=Poor, 10=Excellent, Don't Know)	**Satisfaction** *(1=Poor, 10=Excellent)*	**Likelihood to Return** *(1=Not Very Likely, 10=Very Likely)*
1 Please rate the **accuracy of information** on this site.	17 What is your **overall satisfaction** with this site?	20 How likely are you to **return to this site**?
2 Please rate the **quality of information** on this site.	18 How well does this site **meet your expectations**?	**Recommend** *(1=Not Very Likely, 10=Very Likely)*
3 Please rate the **freshness of content** on this site.	19 How does this site **compare to your idea of an ideal website**?	21 How likely are you to **recommend this site to someone else**?
Look and Feel (1=Poor, 10=Excellent, Don't Know)		**Primary Resource** *(1=Not Very Likely, 10=Very Likely)*
4 Please rate the **visual appeal** of this site.		22 How likely are you to use this site as your primary resource for obtaining research and grant information?
5 Please rate the **balance of graphics and text** on this site.		23
6 Please rate the **readability of the pages** on this site.		
Navigation (1=Poor, 10=Excellent, Don't Know)		
7 Please rate **how well the site is organized**.		
8 Please rate the **options available for navigating** this site.		
9 Please rate **how well the site layout helps you find what you are looking for.**		
10 Please rate the **number of clicks to get where you want** on this site.		
Functionality (1=Poor, 10=Excellent, Don't Know)		
11 Please rate the **usefulness of the services provided** on this site.		
12 Please rate the **convenience of the services** on this site.		
13 Please rate the **variety of features** on this site.		
Site Performance (1=Poor, 10=Excellent, Don't Know)		
14 Please rate how **quickly pages load** on this site.		
15 Please rate the **consistency of speed from page to page** on this site.		
16 Please rate the **ability to load pages without getting error messages** on this site.		