

Model Instance Name:
Research.gov Satisfaction Survey V2

MID:

Date: Fill In Date

Research.gov Satisfaction Survey

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)		CUSTOMER SATISFACTION	
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction (1=Poor, 10=Excellent)
1	Content - Accuracy Please rate your perception of the accuracy of information on this site.	17	Satisfaction - Overall What is your overall satisfaction with this site?
2	Content - Quality Please rate the quality of information on this site.	18	Satisfaction - Expectations How well does this site meet your expectations ?
3	Content - Freshness Please rate the freshness of content on this site.	19	Satisfaction - Ideal How does this site compare to your idea of an ideal website ?
	Functionality (1=Poor, 10=Excellent, Don't Know)		
4	Functionality - Usefulness Please rate the usefulness of the services provided on this site.		
5	Functionality - Convenient Please rate the convenient placement of the services on this site.		
6	Functionality - Variety Please rate the variety of services on this site.		
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		
7	Look and Feel - Appeal Please rate the visual appeal of this site.		
8	Look and Feel - Balance Please rate the balance of graphics and text on this site.		
9	Look and Feel - Readability Please rate the readability of the pages on this site.		
	Navigation (1=Poor, 10=Excellent, Don't Know)		
10	Navigation - Organized Please rate how well the site is organized .		
11	Navigation - Options Please rate the options available for navigating this site.		
12	Navigation - Layout Please rate how well the site layout helps you find what you are looking for .		
13	Navigation - Clicks Please rate the number of clicks to get where you want on this site.		
	Site Performance (1=Poor, 10=Excellent, Don't Know)		
14	Site Performance - Loading Please rate how quickly pages load on this site.		
15	Site Performance - Consistency Please rate the consistency of speed from page to page on this site.		
16	Site Performance - Errors Please rate the ability to load pages without getting error messages on this site.		



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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING

Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		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)	Researcher/Faculty or Principal Investigator (PI)		Radio button, one-up vertical	Single	Y	OPS Group	Role
			Non-faculty institution staff						
			NSF Staff						
			General public						
			Government representative or employee						
			Student						
			Other (please specify):	A					
	A	Other role						OPS Group	Other Role
		Are you affiliated with a Research organization?	Yes		Radio button, one-up vertical	Single			Research Affiliation
			No						
		How frequently do you visit this site?	First time		Radio button, one-up vertical	Single			Frequency
			Daily						
			Weekly						
			Monthly						

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		What is your purpose in visiting Research.gov today? Check all that apply.	Less than once a month	A	Checkbox, one-up vertical	Multi		OPS Group	Purpose
	Submit project reports for my NSF awards								
	Perform financial functions for my NSF awards								
	Check proposal status								
	Find information about research and education projects								
		Other, please specify							
A		Other purpose			Text field, <100 char			OPS Group	Other Purpose
		Did you find what you were looking for?	Yes	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Find info
	I wasn't looking for anything in particular								
	No, I was looking for:								
A		What were you looking for?			Text area, no char limit			Skip Logic Group	Other Looking for
B		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	C	Radio button, one-up vertical	Single		Skip Logic Group	Do next
	Call NSF or email Research.gov								
	Return to Research.gov web site later and try again								
	Ask a colleague								
	Other, please specify								
C		What else will you do next?			Text area, no char limit			Skip Logic Group	Do Next Other
		Which Research.gov services did you access today? (Please check all that apply)	Project Reports		Checkbox, one-up vertical	Multi	Y		Services
	Award Cash Management Service								
	Research Spending & Results								
	Application Submission Web Services Pilot								
	Grants Application Status								
	Research Headlines								
	Policy Library								
	Institution and User Management								
	SEE Innovation								
	Other, please specify								
		Other service			Text area, no char limit				Other Service
		Please share any additional feedback on Research.gov:			Text area, no char limit				Feedback

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED06967		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)	<u>Researcher/Faculty or Principal Investigator (PI)</u> Non-faculty institution staff Congressional staff NSF Staff Educator Federal government employee General public Institution administrator Researcher/Faculty Sponsored Project Administrator State or local government representative or employee Student Other (please specify):	A	Radio button, one-up vertical	Single	Y	OPS Group	Role
AED06968	A	Other role						OPS Group	Other Role
AED06969		Which of the following are you affiliated with?	Not affiliated with a research organization or institution University that grants PhDs (please specify 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):	A B C D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Affiliation
AED06970	A	Which university that grants PhDs are you affiliated with?			Text area, no char limit			Skip Logic Group	University with Grant
AED06971	B	Which university that does not grant PhDs are you affiliated with?			Text area, no char limit			Skip Logic Group	University without Grant
AED06972	C	Which corporation or other business organization are you affiliated			Text area, no char limit			Skip Logic Group	Bus Org
AED06973	D	Which non-profit organization are you affiliated with?			Text area, no char limit			Skip Logic Group	Non-Profit
		Are you affiliated with a Research organization?	Yes No		Radio button, one-up vertical	Single			Research Affiliation
AED06974		Have you submitted a proposal to the federal government in the past three years?	Yes No		Radio button, one-up vertical	Single			Submit proposal
AED06975		Do you currently hold a federal award?	Yes No		Radio button, one-up vertical	Single			Federal award
AED06976		How frequently do you visit this site?	First time Daily Weekly Monthly		Radio button, one-up vertical	Single			Frequency

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED06977		What is your purpose in visiting Research.gov today? Check all that apply.	Less than once a month Find general research information Submit project reports for my NSF awards Perform financial functions for my NSF awards Search for grant awards Check proposal status Submit financial reports Submit project reports Find information about the outcomes of NSF-funded research and education projects Other, please specify	A	Checkbox, one-up vertical	Multi		OPS Group	Purpose
AED06978	A	Other purpose			Text field, <100 char			OPS Group	Other Purpose
AED06979		Did you find what you were looking for?	Yes I wasn't looking for anything in particular No, I was looking for:	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Find info
AED06980	A	What were you looking for?			Text area, no char limit			Skip Logic Group	Other Looking for
AED06981	B	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 NSF or email Research.gov Call or email NSF Return to Research.gov web site later and try again Ask a colleague Other, please specify	C	Radio button, one-up vertical	Single		Skip Logic Group	Do next
AED06982	C	What else will you do next?			Text area, no char limit			Skip Logic Group	Do Next Other
AED06983		Does using Research.gov save you time in your daily work?-	Yes- No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Save Time
AED06984	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	Y	Skip Logic Group	Amount of Time
AED06985		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 Institution and User Management Project Outcomes Report InCommon Pilot SEE Innovation Application Submission Web Services Pilot Project Reports Award Cash Management Service Research Spending & Results Application Submission Web Services Pilot Grants Application Status Research Headlines Policy Library Institution and User Management SEE Innovation		Checkbox, one-up vertical	Multi	Y		Services

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED06986		Other service	Other, please specify		Text area, no char limit				Other Service
AED06987		How did you hear about Research.gov?	Colleague <u>Outreach event, please specify:</u> <u>Grantee association (e.g., NCURA, SRA, etc.), please specify:</u> <u>Federal agency, please specify:</u> <u>Website, please specify:-</u> <u>Other, please specify</u>	A B C D E	Checkbox, one-up-vertical	Multi	Y	Skip-Logic-Group	How hear
AED06988	A	At which outreach event did you hear about Research.gov?			Text area, no char limit			Skip-Logic-Group	Outreach
AED06989	B	At which grantee association did you hear about Research.gov?			Text area, no char limit			Skip-Logic-Group	Grantee
AED06990	C	From which federal agency did you hear about Research.gov?			Text area, no char limit			Skip-Logic-Group	Federal Agency
AED06991	D	From which web site did you hear about Research.gov?			Text area, no char limit			Skip-Logic-Group	Website
AED06992	E	How else did you hear about Research.gov?			Text area, no char limit			Skip-Logic-Group	Other Hear-About
AED06993		What did you like about the site?			Text area, no char limit				What like
AED06994		If you could identify one improvement to the Research.gov site, what would that improvement be?			Text area, no char limit				Improvements
AED06995		What agencies do you use Research.gov services for?	National Science Foundation National Aeronautics and Space Administration US Department of Agriculture/National Institute of Food and Agriculture		Checkbox, one-up-vertical	Multi			Agencies use
AED06996		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 Materiel Command (AMRMC) Department of Defense/Air Force Office of Scientific Research (AFOSR) Department of Defense/DARPA 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:	B C D E F G H I J K A-L	Checkbox, one-up-vertical	Multi		Skip-Logic-Group	Agencies like
AED06997	A	What other agency would you like to see Research.gov services for?			Text area, no char limit			Skip-Logic-Group	Other Agency Name
AED06998	B	What services would you like to see for the National Institutes of Health (NIH) ?			Text area, no char limit			Skip-Logic-Group	NIH
AED06999	C	What services would you like to see for the Department of Defense/Office of Naval Research (ONR) ?			Text area, no char limit			Skip-Logic-Group	ONR
AED07000	D	What services would you like to see for the Department of Defense/Army Medical Research and Materiel Command (AMRMC) ?			Text area, no char limit			Skip-Logic-Group	AMRMC
AED07001	E	What services would you like to see for the Department of Defense/Air Force Office of Scientific Research (AFOSR) ?			Text area, no char limit			Skip-Logic-Group	DOD AirForce
AED07002	F	What services would you like to see for the Department of Defense/DARPA ?			Text area, no char limit			Skip-Logic-Group	DOD DARPA
AED07003	G	What services would you like to see for the Department of Energy (DOE) ?			Text area, no char limit			Skip-Logic-Group	DOE
AED07004	H	What services would you like to see for the Environmental Protection Agency (EPA) ?			Text area, no char limit			Skip-Logic-Group	EPA

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AED07005	I	What services would you like to see for the Department of Interior/US Geological Survey (USGS) ?			Text area, no char limit			Skip Logic Group	USGS
AED07006	J	What services would you like to see for the Department of Commerce (DOC)/National Oceanic and Atmospheric Administration (NOAA) ?			Text area, no char limit			Skip Logic Group	DOC-NOA
AED07007	K	What services would you like to see for the Department of Commerce (DOC)/National Institute of Standards and Technology (NIST) ?			Text area, no char limit			Skip Logic Group	DOC-NIST
AED07008	L	What services would you like to see for the other agency ?			Text area, no char limit			Skip Logic Group	Other Agency-See
AED06994		Please share any additional feedback on Research.gov:			Text area, no char limit				Feedback

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AED06977		What is your purpose in visiting Research.gov today? Check all that apply.	Less than once a month Find general research information Search for grant awards Check proposal status Submit financial reports Submit project reports Find information about the outcomes of NSF-funded research and education projects Other, please specify	A	Checkbox, one-up vertical	Multi	
AED06978	A	Other purpose			Text field, <100 char		
AED06979		Did you find what you were looking for?	Yes I wasn't looking for anything in particular No, I was looking for:	A, B	Radio button, one-up vertical	Single	Y
AED06980	A	What were you looking for?			Text area, no char limit		
AED06981	B	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 Call or email NSF Return to Research.gov web site later and try again Ask a colleague Other, please specify	C	Radio button, one-up vertical	Single	
AED06982	C	What else will you do next?			Text area, no char limit		
AED06983		Does using Research.gov save you time in your daily work?	Yes No	A	Radio button, one-up vertical	Single	Y
AED06984	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	Y
AED06985		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 Project Outcomes Report InCommon Pilot SEE Innovation		Checkbox, one-up vertical	Multi	Y

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			Application Submission Web Services Pilot				
			Other, please specify				
AED06986		Other service			Text area, no char limit		
AED06987		How did you hear about Research.gov?	Colleague		Checkbox, one-up vertical	Multi	Y
			Outreach event, please specify:	A			
			Grantee association (e.g., NCURA, SRA, etc.), please specify:	B			
			Federal agency, please specify:	C			
			Web site Website, please specify:	D			
			Other, please specify	E			
AED06988	A	At which outreach event did you hear about Research.gov?			Text area, no char limit		
AED06989	B	At which grantee association did you hear about Research.gov?			Text area, no char limit		
AED06990	C	From which federal agency did you hear about Research.gov?			Text area, no char limit		
AED06991	D	From which web site did you hear about Research.gov?			Text area, no char limit		
AED06992	E	How else did you hear about Research.gov?			Text area, no char limit		
AED06993		What did you like about the site?			Text area, no char limit		
AED06994		If you could identify one improvement to the Research.gov site, what would that improvement be?			Text area, no char limit		
AED06995		What agencies do you use Research.gov services for?	National Science Foundation		Checkbox, one-up vertical	Multi	
			National Aeronautics and Space Administration				



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Instructions**

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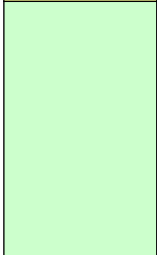
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