Research.gov Satisfaction Survey
Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION

ELEMENTS (drivers of satisfaction)

Content (1=Poor, 10=Excellent, Don't Know)

#		
1	Content - Accuracy	Please rate your perception of the **accuracy of information** on this site.
2	Content - Quality	Please rate the **quality of information** on this site.
3	Content - Freshness	Please rate the **freshness of content** on this site.

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.

CUSTOMER SATISFACTION

Satisfaction *(1=Poor, 10=Excellent)*

17	Satisfaction - Overall	What is your **overall satisfaction** with this site?
18	Satisfaction - Expectations	How well does this site **meet your expectations**?
19	Satisfaction - Ideal	How does this site **compare to your idea of an ideal website**?

Model Instance Name:					red & strike-through: DELETE
Research.gov Satisfaction Survey V2					*underlined & italicized*: RE-ORDER
MID:					pink: ADDITION
Date:					blue + -->: REWORDING

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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Date:

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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**
			Less than once a month						
		What is your purpose in visiting Research.gov today? Check all that apply.	Submit project reports for my NSF awards		Checkbox, one-up vertical	Multi		OPS Group	Purpose
			Perform financial functions for my NSF awards						
			Check proposal status						
			Find information aboutresearch and education projects						
			Other, please specify	A					
	A	Other purpose			Text field, <100 char			OPS Group	Other Purpose
		Did you find what you were looking for?	Yes		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, B					
	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		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					
	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 $ervice						
			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

Model Instance Name:
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MID:
Date: 3/1/2008

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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
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)	Researcher/Faculty or Principal Investigator (PI)		Radio button, one-up vertical	Single	Y	OPS Group	Role
			Non-faculty institution staff						
			Congressional staff						
			NSF Staff						
			Educator						
			Federal government employee						
			General public						
			Institution administrator						
			Researcher/Faculty						
			Sponsored Project Administrator						
			State or local gGovernment representative or employee						
			Student						
			Other (please specify):	A					
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		Radio button, one-up vertical	Single	Y	Skip Logic Group	Affiliation
			University that grants PhDs (please specify which one):	A					
			University that does not grant PhDs (please specify which one):	B					
			Corporation or other business organization (please	C					
			Non-profit organization (please specify which one):	D					
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		Radio button, one-up vertical	Single			Research Affiliation
			No						
AED06974		Have you submitted a proposal to the federal government in the past three years?	Yes		Radio button, one-up vertical	Single			Submit proposal
			No						
AED06975		Do you currently hold a federal award?	Yes		Radio button, one-up vertical	Single			Federal award
			No						
AED06976		How frequently do you visit this site?	First time		Radio button, one-up vertical	Single			Frequency
			Daily						
			Weekly						
			Monthly						

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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**
			Less than once a month						
AED06977		What is your purpose in visiting Research.gov today? Check all that apply.	Find general research information		Checkbox, one-up vertical	Multi		OPS Group	Purpose
			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					
AED06978	A	Other purpose			Text field, <100 char			OPS Group	Other Purpose
AED06979		Did you find what you were looking for?	Yes		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, B					
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		Radio button, one-up vertical	Single		Skip Logic Group	Do next
			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					
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	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Save Time
			No						
AED06984	A	How much time does Research.gov save you in your work (e.g., vs. manual options)?	Less than 2 hours		Radio button, one-up vertical	Single	Y	Skip Logic Group	Amount of Time
			2-3 hours						
			4-5 hours						
			6 or more hours						
AED06985		Which Research.gov services did you access today? (Please check all that apply)	Research Spending and Results		Checkbox, one-up vertical	Multi	Y		Services
			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 $ervice						
			Research Spending & Results						
			Application Submission Web Services Pilot						
			Grants Application Status						
			Research Headlines						
			Policy Library						
			Institution and User Management						
			SEE Innovation						

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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**
			Other, please specify						
AED06986		Other service			Text area, no char limit				Other Service
AED06987		How did you hear about Research.gov?	Colleague		Checkbox, one-up vertical	Multi	Y	Skip Logic Group	How hear
			Outreach event, please specify:	A					
			Grantee association (e.g., NCURA, SRA, etc.), please specify:	B					
			Federal agency, please specify:	C					
			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			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		Checkbox, one-up vertical	Multi			Agencies use
			National Aeronautics and Space Administration						
			US Department of Agriculture/National Institute of Food and Agriculture						
AED06996		What Federal agencies would you like to see Research.gov services for?	National Institutes of Health (NIH)	B	Checkbox, one-up vertical	Multi		Skip Logic Group	Agencies like
			Department of Defense/Office of Naval Research (ON	C					
			Department of Defense/Army Medical Research and	D					
			Department of Defense/Air Force Office of Scientific	E					
			Department of Defense/DARPA	F					
			Department of Energy (DOE)	G					
			Environmental Protection Agency (EPA)	H					
			Department of Interior/US Geological Survey (USGS)	I					
			Department of Commerce (DOC)/National Oceanic	J					
			Department of Commerce (DOC)/National Institute	K					
			Other, please specify:	A, L					
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 Material 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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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
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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<table>
<tr><td colspan="8" align="center">Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST</td></tr>
<tr>
<th>QID
(Group ID)</th>
<th>Skip Logic Label</th>
<th>Question Text</th>
<th>Answer Choices
(limited to 50 characters)</th>
<th>Skip to</th>
<th>Type (select from list)</th>
<th>Single or Multi</th>
<th>Required Y/N</th>
</tr>
<tr>
<td>AED06967</td>
<td></td>
<td>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)</td>
<td>Congressional sStaff</td>
<td></td>
<td>Radio button, one-up vertical</td>
<td>Single</td>
<td>Y</td>
</tr>
<tr><td></td><td></td><td></td><td>Educator</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Federal government employee</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>General pPublic</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Institution aAdministrator</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Researcher/Faculty</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Sponsored Project Administrator</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>State or local government representative or employee</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Student</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Other (please specify):</td><td>A</td><td></td><td></td><td></td></tr>
<tr><td>AED06968</td><td>A</td><td>Other role</td><td></td><td></td><td></td><td></td><td></td></tr>
<tr>
<td>AED06969</td>
<td></td>
<td>Which of the following are you affiliated with?</td>
<td>Not affiliated with a research organization or institution</td>
<td></td>
<td>Radio button, one-up vertical</td>
<td>Single</td>
<td>Y</td>
</tr>
<tr><td></td><td></td><td></td><td>University that grants PhDs (please specify which one):</td><td>A</td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>University that does not grant PhDs (please specify which one):</td><td>B</td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Corporation or other business organization (please</td><td>C</td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Non-profit organization (please specify which one):</td><td>D</td><td></td><td></td><td></td></tr>
<tr><td>AED06970</td><td>A</td><td>Which university that grants PhDs are you affiliated with?</td><td></td><td></td><td>Text area, no char limit</td><td></td><td></td></tr>
<tr><td>AED06971</td><td>B</td><td>Which university that does not grant PhDs are you affiliated with?</td><td></td><td></td><td>Text area, no char limit</td><td></td><td></td></tr>
<tr><td>AED06972</td><td>C</td><td>Which corporation or other business organization are you affiliated</td><td></td><td></td><td>Text area, no char limit</td><td></td><td></td></tr>
<tr><td>AED06973</td><td>D</td><td>Which non-profit organization are you affiliated with?</td><td></td><td></td><td>Text area, no char limit</td><td></td><td></td></tr>
<tr><td>AED06974</td><td></td><td>Have you submitted a proposal to the federal government in the past three years?</td><td>Yes</td><td></td><td>Radio button, one-up vertical</td><td>Single</td><td></td></tr>
<tr><td></td><td></td><td></td><td>No</td><td></td><td></td><td></td><td></td></tr>
<tr><td>AED06975</td><td></td><td>Do you currently hold a federal award?</td><td>Yes</td><td></td><td>Radio button, one-up vertical</td><td>Single</td><td></td></tr>
<tr><td></td><td></td><td></td><td>No</td><td></td><td></td><td></td><td></td></tr>
<tr><td>AED06976</td><td></td><td>How frequently do you visit this site?</td><td>First time</td><td></td><td>Radio button, one-up vertical</td><td>Single</td><td></td></tr>
<tr><td></td><td></td><td></td><td>Daily</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Weekly</td><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td>Monthly</td><td></td><td></td><td></td><td></td></tr>
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			Less than once a month				
AED06977		What is your purpose in visiting Research.gov today? Check all that apply.	Find general research information		Checkbox, one-up vertical	Multi	
			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			
AED06978	A	Other purpose			Text field, <100 char		
AED06979		Did you find what you were looking for?	Yes		Radio button, one-up vertical	Single	Y
			I wasn't looking for anything in particular				
			No, I was looking for:	A, B			
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		Radio button, one-up vertical	Single	
			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			
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	A	Radio button, one-up vertical	Single	Y
			No				
AED06984	A	How much time does Research.gov save you in your work (e.g., vs. manual options)?	Less than 2 hours		Radio button, one-up vertical	Single	Y
			2-3 hours				
			4-5 hours				
			6 or more hours				
AED06985		Which Research.gov services did you access today? (Please check all that apply)	Research Spending and Results		Checkbox, one-up vertical	Multi	Y
			Policy Library				
			Research Headlines				
			Grants Application Status				
			Federal Financial Report (Beta)				
			Institution and User Management				
			Project Outcomes Report				
			InCommon Pilot				
			SEE Innovation				

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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
			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				

Special Instructions
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Skip Logic Group

Special Instructions

OPS Group

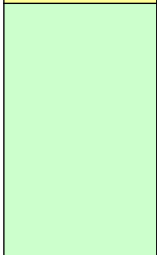OPS Group

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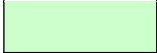
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