

Questionnaire Management Guidelines

Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

Basic rules:

1 This questionnaire **has to match the live survey**

2 All changes to the live measure need to be tracked and archived in **one document**

3 **All CQ change requests** has to be submitted using this documents

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implement changes

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT will safeguard correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

Model Instance Name:

U.S. NRC Satisfaction Survey v2

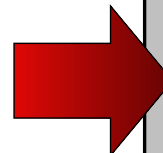
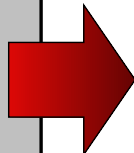
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Date: 2/3/2009

U.S. NRC Satisfaction Survey v2 MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p><i>NOTE: All questions under each element are required. Element questions are partitioned among surveys.</i></p>	<p>Satisfaction questions are required. Satisfaction questions appear on all surveys.</p>	<p>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</p>
<p>REQUIRED ELEMENTS (common to all websites)</p>	<p>Satisfaction</p>	<p>Return (1=Very Unlikely, 10=Very Likely)</p>
<p>Content (1=Poor, 10=Excellent, Don't Know)</p>	<p>24 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)</p>	<p>27 How likely are you to return to this site?</p>
<p>1 Please rate the accuracy of information on this site.</p>	<p>25 How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)</p>	<p>Recommend (1=Very Unlikely, 10=Very Likely)</p>
<p>2 Please rate the quality of information on this site.</p>	<p>26 How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)</p>	<p>28 How likely are you to recommend this site to someone else?</p>
<p>3 Please rate the freshness of content on this site.</p>		<p>Primary Resource (1=Very Unlikely, 10=Very Likely)</p>
<p>Functionality (1=Poor, 10=Excellent, Don't Know)</p>		<p>29 How likely are you to use this site as your primary resource for obtaining information from this organization?</p>
<p>4 Please rate the usefulness of the features provided on this site.</p>		<p>Future Participation (1=Very Unlikely, 10=Very Likely)</p>
<p>5 Please rate the convenience of the features on this site.</p>		<p>How likely are you to express your thoughts or ideas to the Nuclear Regulatory Commission in the next 90 days?</p>
<p>6 Please rate the variety of features on this site.</p>		<p>31 Trust (1=Strongly Disagree, 10=Strongly Agree)</p>
<p>Look and Feel (1=Poor, 10=Excellent, Don't Know)</p>		<p>I can count on the Nuclear Regulatory Commission to act in my best interests.</p>
<p>7 Please rate the visual appeal of this site.</p>		<p>I consider the Nuclear Regulatory Commission to be trustworthy.</p>
<p>8 Please rate the balance of graphics and text on this site.</p>		<p>The Nuclear Regulatory Commission can be trusted to do what is right.</p>
<p>9 Please rate the readability of the pages on this site.</p>		
<p>Navigation (1=Poor, 10=Excellent, Don't Know)</p>		
<p>10 Please rate how well the site is organized.</p>		
<p>11 Please rate the options available for navigating this site.</p>		
<p>12 Please rate how well the site layout helps you find what you are looking for.</p>		
<p>13 Please rate the number of clicks to get where you want on this site.</p>		
<p>Search (1=Poor, 10=Excellent, Don't Know)</p>		
<p>14 Please rate the relevance of search results on this site.</p>		
<p>15 Please rate the organization of search results on this site.</p>		
<p>16 Please rate how well the search results help you decide what to select.</p>		
<p>17 Please rate how well the search feature helps you to narrow the results to find what you want.</p>		
<p>Site Performance (1=Poor, 10=Excellent, Don't Know)</p>		
<p>18 Please rate how quickly pages load on this site.</p>		
<p>19 Please rate the consistency of speed from page to page on this site.</p>		
<p>20 Please rate the ability to load pages without getting error messages on this site.</p>		
<p>Online Transparency (1=Poor, 10=Excellent, Don't Know)</p>		
<p>21 Please rate how thoroughly this website discloses information about what the Nuclear Regulatory Commission is doing.</p>		
<p>22 Please rate how quickly Nuclear Regulatory Commission information is made available on this website.</p>		
<p>23 Please rate how well information about the Nuclear Regulatory Commission's actions can be accessed by the public on this website.</p>		



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U.S. NRC Satisfaction Survey v2 MODEL QUESTION LIST
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<p><i>NOTE: All questions under each element are required. Element questions are partitioned among surveys.</i></p>	<p><i>Satisfaction questions are required. Satisfaction questions appear on all surveys.</i></p>	<p><i>Future behaviors may be modified based on your site's objectives. Future behavior questions appear on all surveys.</i></p>
REQUIRED ELEMENTS (common to all websites)	Satisfaction	Return (1=Very Unlikely, 10=Very Likely)
Content (1=Poor, 10=Excellent, Don't Know)		27 How likely are you to return to this site?
1 Please rate the accuracy of information on this site.	24 What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	
2 Please rate the quality of information on this site.	25 How well does this site meet your expectations ? (1=Falls Short, 10=Exceeds)	Recommend (1=Very Unlikely, 10=Very Likely)
3 Please rate the freshness of content on this site.	26 How does this site compare to your idea of an ideal website ? (1=Not Very Close, 10=Very Close)	28 How likely are you to recommend this site to someone else?
		Primary Resource (1=Very Unlikely, 10=Very Likely)
Functionality (1=Poor, 10=Excellent, Don't Know)		29 How likely are you to use this site as your primary resource for obtaining information from this organization?
4 Please rate the usefulness of the features provided on this site.		30 Future Participation (1=Very Unlikely, 10=Very Likely)
5 Please rate the convenience of the features on this site.		How likely are you to express your thoughts or ideas to the Nuclear Regulatory Commission in the next 90 days?
6 Please rate the variety of features on this site.		31 Trust (1=Strongly Disagree, 10=Strongly Agree)
Look and Feel (1=Poor, 10=Excellent, Don't Know)		I can count on the Nuclear Regulatory Commission to act in my best interests .
7 Please rate the visual appeal of this site.		I consider the Nuclear Regulatory Commission to be trustworthy .
8 Please rate the balance of graphics and text on this site.		The Nuclear Regulatory Commission can be trusted to do what is right .
9 Please rate the readability of the pages on this site.		NRC Future Participation (1=Very Unlikely, 10=Very Likely)
Navigation (1=Poor, 10=Excellent, Don't Know)		How likely are you to express your thoughts or ideas to the Nuclear Regulatory Commission through the contact mechanisms provided by this Web site ?
10 Please rate how well the site is organized.		NRC Trust (1=Strongly Disagree, 10=Strongly Agree)
11 Please rate the options available for navigating this site.		I can count on the NRC Web site to provide information that is in my best interest .
12 Please rate how well the site layout helps you find what you are looking for.		I consider the NRC Web site to be trustworthy .
13 Please rate the number of clicks to get where you want on this site.		The NRC Web site can be trusted to provide valid information about the agency's activities.
Search (1=Poor, 10=Excellent, Don't Know)		
14 Please rate the relevance of search results on this site.		
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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO03402		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Dropdown (Select-one)	Single	Y
EDO03403		Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A	Dropdown (Select-one)	Single	Y
EDO03404	A	If you answered "Other" above, what other role best describes you?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	A	Checkbox One Up Vertical	Multi	Y
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		N
ACQWro0010103		Did you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	Y

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			No Partially	F, C F, C			
ACQWro0010104	F	What were you looking for? Please be brief and specific.			Open-ended		N
ACQWro0010105	C	If you were unable to obtain a specific report/document, which of the following best describes why:	I was not looking for a specific report/document. The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.) Other, please specify:	G	Radio Button One Up Vertical		N
ACQWro0010117	G	What other reason were you unable to obtain a specific report/document?			Open-ended		N
EDO03410		What source brought you to our site?	Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc Other government site Site bookmarked Referral Printed materials Media/news story Other	L J	Dropdown (Select-one)	Single	Y
ACQhar0020085	J	What other source brought you to our site?			Open-ended		N
HAR0038807	L	How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	First time Every 6 months or less About once a month About once a week Daily More than once a day		Dropdown (Select-one)	Single	Y
ACQOsl0003250		Did you use the search feature(s) during your visit today?	Yes, I used the general site search feature Yes, I used the ADAMS search feature Yes, I used both the general site and ADAMS search features No Don't recall	K K K	Radio Button, one-up vertical	Single	Y
ACQOsl0003251	K	Please tell us about your experience with the search feature(s) today. (Please select all that apply.)	The search feature(s) met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search , or lack of these options. I had technical issues with the search feature. None of these	A B C D E	Checkbox, one-up vertical	Multi	Y
ACQOsl0003252	A	What were your issues with the basic search process? (Please select all that apply.)	It was not clear to me how to use the search feature I did not know what terms to use to get the results I wanted There were too many steps or refinements to get to what I wanted I had a different issue with the basic search process:	F	Checkbox, one-up vertical	Multi	Y

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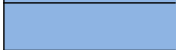
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsl0003238	F	My issue was:			Text area, no char limit		
ACQOsl0003254	B	What were your issues with the visual display of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose The text was too small The page was too crowded I could not see much difference between the listings/items I had a different issue with the visual display of results:	G	Checkbox, one-up vertical	Multi	Y
ACQOsl0003240	G	My issue was:			Text area, no char limit		
ACQOsl0003237	C	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted There were not enough results There were NO results There was too little information in the results to decide what to choose Many of the search results looked the same I had a different issue with the search results:	H	Checkbox, one-up vertical	Multi	Y
ACQOsl0003243	H	My issue was:			Text area, no char limit		
ACQOsl0003239	D	What were your issues with sorting, filtering, or advanced search ? (Please select all that apply.)	The results were not sorted in a helpful way I want advanced search options I want more sorting/filtering/advanced search options I had a different sorting/filtering issue:	K I	Checkbox, one-up vertical	Multi	Y
ACQOsl0003253	I	My issue was:			Text area, no char limit		
ACQOsl0003241	K	The sorting/filtering/advanced search options I would like are:			Text area, no char limit		
ACQOsl0003242	E	The technical issue I had with search was:	Search speed was too slow I had the following technical issue:	J	Radio button, two-up vertical	Single	Y
ACQOsl0003255	J	My issue was:			Text area, no char limit		
EDO03417		What other information would you like to see on the NRC site? (Please specify)			Open-ended		N
EDO03418		If you could make one improvement to the site, what	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A	Dropdown (Select-one)	Single	Y
EDO03419	A	What other improvements would you make to this site?			Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N

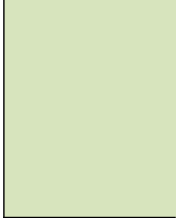


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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO03402		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Dropdown (Select-one)	Single	Y
EDO03403		Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A	Dropdown (Select-one)	Single	Y
EDO03404	A	If you answered "Other" above, what other role best describes you?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	A	Checkbox One Up Vertical	Multi	Y
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		N
ACQWro0010103		Did you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	Y

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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to F, C	Type (select from list)	Single or Multi	Required Y/N
			No Partially	F, C F, C			
ACQWro0010104	F	What were you looking for? Please be brief and specific.			Open-ended		N
ACQWro0010105	C	If you were unable to obtain a specific report/document, which of the following best describes why:	I was not looking for a specific report/document. The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.) Other, please specify:	G	Radio Button One Up Vertical		N
ACQWro0010117	G	What other reason were you unable to obtain a specific report/document?			Open-ended		N
EDO03410		What source brought you to our site?	Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc Other government site Site bookmarked Referral Printed materials Media/news story Other	L J	Dropdown (Select-one)	Single	Y
ACQhar0020085	J	What other source brought you to our site?			Open-ended		N
HAR0038807	L	How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	First time Every 6 months or less About once a month About once a week Daily More than once a day		Dropdown (Select-one)	Single	Y
ACQOsl0003250		Did you use the search feature(s) during your visit today?	Yes Yes, I used the general site search feature Yes, I used the ADAMS search feature Yes, I used both the general site and ADAMS search features No Don't recall	K K K K	Radio Button, one-up vertical	Single	Y
ACQOsl0003251	K	Please tell us about your experience with the site's search feature(s) today. (Please select all that apply.)	The search feature(s) met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search, or lack of these options. I had technical issues with the search feature. None of these	A B C D E	Checkbox, one-up vertical	Multi	Y
ACQOsl0003252	A	What were your issues with the basic search process? (Please select all that apply.)	It was not clear to me how to use the search feature I did not know what terms to use to get the results I wanted There were too many steps or refinements to get to what I wanted		Checkbox, one-up vertical	Multi	Y

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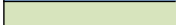
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			I had a different issue with the basic search process:	F			
ACQOsl0003238	F	My issue was:			Text area, no char limit		
ACQOsl0003254	B	What were your issues with the visual display of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose The text was too small The page was too crowded I could not see much difference between the listings/items I had a different issue with the visual display of results:	G	Checkbox, one-up vertical	Multi	Y
ACQOsl0003240	G	My issue was:			Text area, no char limit		
ACQOsl0003237	C	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted There were not enough results There were NO results There was too little information in the results to decide what to choose Many of the search results looked the same I had a different issue with the search results:	H	Checkbox, one-up vertical	Multi	Y
ACQOsl0003243	H	My issue was:			Text area, no char limit		
ACQOsl0003239	D	What were your issues with sorting, filtering, or advanced search ? (Please select all that apply.)	The results were not sorted in a helpful way I want advanced search options I want more sorting/filtering/advanced search options I had a different sorting/filtering issue:	K I	Checkbox, one-up vertical	Multi	Y
ACQOsl0003253	I	My issue was:			Text area, no char limit		
ACQOsl0003241	K	The sorting/filtering/advanced search options I would like are:			Text area, no char limit		
ACQOsl0003242	E	The technical issue I had with search was:	Search speed was too slow I had the following technical issue:	J	Radio button, two-up vertical	Single	Y
ACQOsl0003255	J	My issue was:			Text area, no char limit		
EDO03417		What other information would you like to see on the NRC site? (Please specify)			Open-ended		N
EDO03418		If you could make one improvement to the site, what	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A	Dropdown (Select-one)	Single	Y
EDO03419	A	What other improvements would you make to this site?			Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N

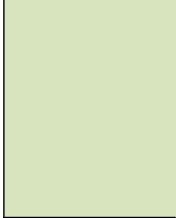
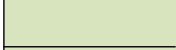


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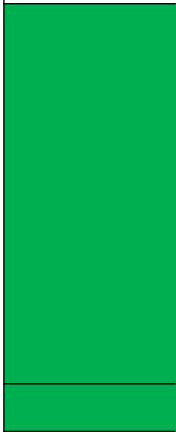


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EDO03402		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Dropdown (Select-one)	Single	Y
EDO03403		Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A	Dropdown (Select-one)	Single	Y
EDO03404	A	If you answered "Other" above, what other role best describes you?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	A	Checkbox One Up Vertical	Multi	Y
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		N
ACQWro0010103		Did you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	Y

Model Instance Name:
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 Date: 9/19/13

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 pink: ADDITION
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 violet (bold): SKIP-LOGIC

U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			No Partially	F, C F, C			
ACQWro0010104	F	What were you looking for? Please be brief and specific.			Open-ended		N
ACQWro0010105	C	If you were unable to obtain a specific report/document, which of the following best describes why:	I was not looking for a specific report/document. The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.) Other, please specify:	G	Radio Button One Up Vertical		N
ACQWro0010117	G	What other reason were you unable to obtain a specific report/document?			Open-ended		N
EDO03410		What source brought you to our site?	Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc Other government site Site bookmarked Referral Printed materials Media/news story Other	L J	Dropdown (Select-one)	Single	Y
ACQhar0020085	J	What other source brought you to our site?			Open-ended		N
	L	How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	First time Every 6 months or less About once a month About once a week Daily More than once a day		Dropdown (Select-one)	Single	Y
ACQOsl0003250		Did you use the search feature during your visit today?	Yes No Don't recall	K	Radio Button, one-up vertical	Single	Y
ACQOsl0003251	K	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	The search feature met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search , or lack of these options. I had technical issues with the search feature. None of these	A B C D E	Checkbox, one-up vertical	Multi	Y
ACQOsl0003252	A	What were your issues with the basic search process? (Please select all that apply.)	It was not clear to me how to use the search feature I did not know what terms to use to get the results I wanted There were too many steps or refinements to get to what I wanted I had a different issue with the basic search process:	F	Checkbox, one-up vertical	Multi	Y
ACQOsl0003238	F	My issue was:			Text area, no char limit		

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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsl0003254	B	What were your issues with the visual display of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose The text was too small The page was too crowded I could not see much difference between the listings/items I had a different issue with the visual display of results:	G	Checkbox, one-up vertical	Multi	Y
ACQOsl0003240	G	My issue was:			Text area, no char limit		
ACQOsl0003237	C	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted There were not enough results There were NO results There was too little information in the results to decide what to choose Many of the search results looked the same I had a different issue with the search results:	H	Checkbox, one-up vertical	Multi	Y
ACQOsl0003243	H	My issue was:			Text area, no char limit		
ACQOsl0003239	D	What were your issues with sorting, filtering, or advanced search ? (Please select all that apply.)	The results were not sorted in a helpful way I want advanced search options I want more sorting/filtering/advanced search options I had a different sorting/filtering issue:	K I	Checkbox, one-up vertical	Multi	Y
ACQOsl0003253	I	My issue was:			Text area, no char limit		
ACQOsl0003241	K	The sorting/filtering/advanced search options I would like are:			Text area, no char limit		
ACQOsl0003242	E	The technical issue I had with search was:	Search speed was too slow I had the following technical issue:	J	Radio button, two-up vertical	Single	Y
ACQOsl0003255	J	My issue was:			Text area, no char limit		
EDO03417		What other information would you like to see on the NRC site? (Please specify)			Open-ended		N
EDO03418		If you could make one improvement to the site, what	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A	Dropdown (Select-one)	Single	Y
EDO03419	A	What other improvements would you make to this site?			Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N

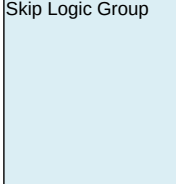
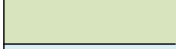
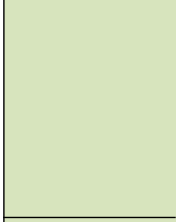
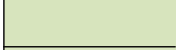


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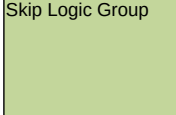
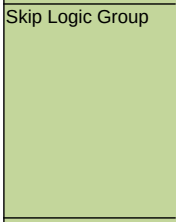
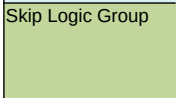
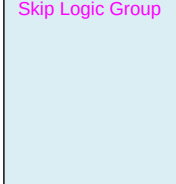




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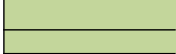
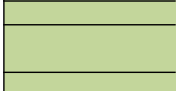
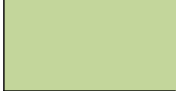
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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO03402		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Dropdown (Select-one)	Single	Y
EDO03403		Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A	Dropdown (Select-one)	Single	Y
EDO03404	A	If you answered "Other" above, what other role best describes you?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	A	Checkbox One Up Vertical	Multi	Y
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		N

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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQWro0010103		Did you find what you were looking for?	Yes	F, C F, C	Radio Button One Up Vertical	Single	Y
			No				
			Partially				
ACQWro0010104	F	What were you looking for? Please be brief and specific.			Open-ended		N
ACQWro0010105	C	If you were unable to obtain a specific report/document, which of the following best describes why:	I was not looking for a specific report/document.	G	Radio Button One Up Vertical		N
			The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough)				
			I was not sure where the report/document is located on the site				
			I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.)				
			Other, please specify:				
ACQWro0010117	G	What other reason were you unable to obtain a specific report/document?			Open-ended		N
EDO03410		What source brought you to our site?	Search engine	J	Dropdown (Select-one)	Single	Y
			NRC Blog, NRC Tweet, NRC YouTube Channel, etc				
			Other government site				
			Site bookmarked				
			Referral				
			Printed materials				
			Media/news story				
			Other				
ACQhar0020085	J	What other source brought you to our site?			Open-ended		N
ACQOsl0003250		Did you use the search feature during your visit today?	Yes	K	Radio Button, one-up vertical	Single	Y
			No				
			Don't recall				
ACQOsl0003251	K	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	The search feature met my needs today.	A B C D E	Checkbox, one-up vertical	Multi	Y
			I had issues with the basic search process (how to use it, terms to enter).				
			I had issues with the visual display of the search results (text size, images).				
			I had issues with the search results I received.				
			I had issues with sorting, filtering, advanced search , or lack of these options.				
			I had technical issues with the search feature.				
None of these							
ACQOsl0003252	A	What were your issues with the basic search process ? (Please select all that apply.)	It was not clear to me how to use the search feature	F	Checkbox, one-up vertical	Multi	Y
			I did not know what terms to use to get the results I wanted				
			There were too many steps or refinements to get to what I wanted				
			I had a different issue with the basic search process:				
ACQOsl0003253	F	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003254	B	What were your issues with the visual display of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose		Checkbox, one-up vertical	Multi	Y

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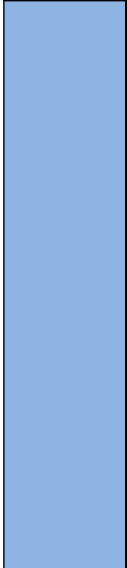
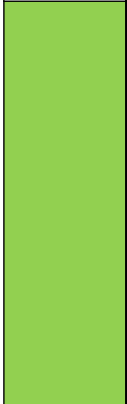
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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsI0003255	G		The text was too small	G			
			The page was too crowded				
			I could not see much difference between the listings/items				
			I had a different issue with the visual display of results:				
ACQOsI0003237	C	My issue was:	Open-ended		Text area, no char limit		
ACQOsI0003238	H	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted	H	Checkbox, one-up vertical	Multi	Y
			There were not enough results				
			There were NO results				
			There was too little information in the results to decide what to choose				
			Many of the search results looked the same				
			I had a different issue with the search results:				
ACQOsI0003239	D	My issue was:	Open-ended		Text area, no char limit		
ACQOsI0003240	K	What were your issues with sorting, filtering, or advanced search ? (Please select all that apply.)	The results were not sorted in a helpful way	K	Checkbox, one-up vertical	Multi	Y
			I want advanced search options				
			I want more sorting/filtering/advanced search options				
			I had a different sorting/filtering issue:				
ACQOsI0003241	I	My issue was:	Open-ended		Text area, no char limit		
ACQOsI0003242	E	The technical issue I had with search was:	Search speed was too slow	J	Radio button, two-up vertical	Single	Y
			I had the following technical issue:				
ACQOsI0003243	J	My issue was:	Open-ended		Text area, no char limit		
EDO03417		What other information would you like to see on the NRC site? (Please specify)			Open-ended		N
EDO03418		If you could make one improvement to the site, what	No improvements are necessary	A	Dropdown (Select-one)	Single	Y
			Improve the ADAMS search engine				
			Improve the regular or advance search feature				
			Have better search criteria				
			Provide better search results				
			Improve the direct links, make them more intuitive				
			Enhance the navigation of the site, make it more user friendly				
			Make available more detailed information				
			Make the terminology more understandable				
			Update information more frequently				
			Provide better 10CFR information				
			Provide more documents, specific documents				
			Offer older NUREGs, regulatory reports, guidelines, rules and regulations				
			Supply all documents electronically or in PDF format				
Have a better site organization, better site map							
Other							
EDO03419	A	What other improvements would you make to this site?			Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N

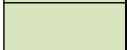
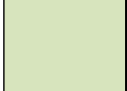


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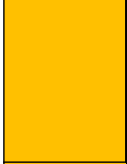




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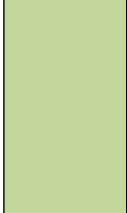


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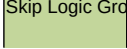
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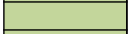
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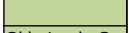
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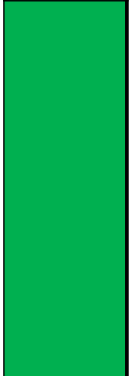
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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
EDO03402		How frequently do you visit this site?		First time More than once a day Daily About once a week About once a month Every 6 months or less	
EDO03403		Which role/affiliation best describes you?		NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A
EDO03404	A	If you answered "Other" above, what other role best describes you?			
EDO03405		What is your primary reason for visiting the site today?		Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	A
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			

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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
ACQWro0010103		Did you find what you were looking for?	ACQWro0010103A01	Yes	F, C F, C
			ACQWro0010103A02	No	
			ACQWro0010103A03	Partially	
ACQWro0010104	F	What were you looking for? Please be brief and specific.			
ACQWro0010105	C	If you were unable to obtain a specific report/document, which of the following best describes why:	ACQWro0010105A01	I was not looking for a specific report/document.	G
			ACQWro0010105A02	The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough)	
			ACQWro0010105A03	I was not sure where the report/document is located on the site	
			ACQWro0010105A04	I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.)	
			ACQWro0010105A05	Other, please specify:	
ACQWro0010117	G	What other reason were you unable to obtain a specific report/document?			
EDO03410		What source brought you to our site?		Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc Other government site Site bookmarked Referral Printed materials Media/news story Other	J
	J	What other source brought you to our site?			
ACQOsl0003250	K	Did you use the search feature during your visit today?	ACQOsl0003250A01	Yes	K
ACQOsl0003250A02			No		
ACQOsl0003250A03			Don't recall		
ACQOsl0003251		A	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	ACQOsl0003251A01	The search feature met my needs today.
ACQOsl0003251A02				I had issues with the basic search process (how to use it, terms to enter).	
ACQOsl0003251A03				I had issues with the visual display of the search results (text size, images).	
ACQOsl0003251A04				I had issues with the search results I received.	
ACQOsl0003251A05				I had issues with sorting, filtering, advanced search , or lack of these options.	
ACQOsl0003251A06	I had technical issues with the search feature.				
ACQOsl0003251A07	None of these				
ACQOsl0003252	A	What were your issues with the basic search process ? (Please select all that apply.)	ACQOsl0003252A01	It was not clear to me how to use the search feature	F
ACQOsl0003252A02	I did not know what terms to use to get the results I wanted				
ACQOsl0003252A03	There were too many steps or refinements to get to what I wanted				
ACQOsl0003252A04	I had a different issue with the basic search process:				
ACQOsl0003253	F	My issue was:		Open-ended	
ACQOsl0003254	B	What were your issues with the visual display of the search results? (Please select all that apply.)	ACQOsl0003254A01	I could not see enough of the description to decide which link to choose	

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QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
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			ACQOsI0003254A03	The page was too crowded	
			ACQOsI0003254A04	I could not see much difference between the listings/items	
			ACQOsI0003254A05	I had a different issue with the visual display of results:	
ACQOsI0003237	C	My issue was:		Open-ended	
ACQOsI0003238	H	What were your issues with the search results? (Please select all that apply.)	ACQOsI0003237A01	Results were not relevant/not what I wanted	H
			ACQOsI0003237A02	There were not enough results	
			ACQOsI0003237A03	There were NO results	
			ACQOsI0003237A04	There was too little information in the results to decide what to choose	
			ACQOsI0003237A05	Many of the search results looked the same	
			ACQOsI0003237A06	I had a different issue with the search results:	
ACQOsI0003239	D	My issue was:		Open-ended	
ACQOsI0003240	K	What were your issues with sorting, filtering, or advanced search? (Please select all that apply.)	ACQOsI0003239A01	The results were not sorted in a helpful way	K I
			ACQOsI0003239A02	I want advanced search options	
			ACQOsI0003239A03	I want more sorting/filtering/advanced search options	
			ACQOsI0003239A04	I had a different sorting/filtering issue:	
ACQOsI0003241	I	My issue was:		Open-ended	
ACQOsI0003242	E	The technical issue I had with search was:	ACQOsI0003242A01	Search speed was too slow	J
		ACQOsI0003242A02	I had the following technical issue:		
ACQOsI0003243	J	My issue was:		Open-ended	
EDO03417		What other information would you like to see on the NRC site? (Please specify)			
EDO03418		If you could make one improvement to the site, what		No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A
EDO03419	A	What other improvements would you make to this site?			
EDO03420		Do you have any other comments about our site? (Please specify)			



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Dropdown (Select-one)	Single	Y	
Dropdown (Select-one)	Single	Y	
Open-ended		N	
Checkbox One Up Vertical	Multi	Y	
Open-ended		N	



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Radio Button One Up Vertical	Single	Y	
Open-ended		N	
Radio Button One Up Vertical		N	
Open-ended		N	
Dropdown (Select-one)	Single	Y	Skip Logic Gro
Open-ended		N	Skip Logic Gro
Radio Button, one-up vertical	Single	Y	Skip Logic Gro
Checkbox, one-up vertical	Multi	Y	Skip Logic Gro
Checkbox, one-up vertical	Multi	Y	Skip Logic Gro
Text area, no char limit			
Checkbox, one-up vertical	Multi	Y	Skip Logic Gro



Type (select from list)	Single or Multi	Required Y/N	Special Instructions
Text area, no char limit			
Checkbox, one-up vertical	Multi	Y	Skip Logic Gro
Text area, no char limit			
Checkbox, one-up vertical	Multi	Y	Skip Logic Gro
Text area, no char limit			
Text area, no char limit			
Radio button, two-up vertical	Single	Y	
Text area, no char limit			
Open-ended		N	
Dropdown (Select-one)	Single	Y	
Open-ended		N	
Open-ended		N	

Model Instance Name:

U.S. NRC Satisfaction Survey v2

MID: UhdBBQptJVk41wssVwvc1lw==

Date: 2/3/09

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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

violet (bold): SKIP-LOGIC

U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO03402		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Dropdown (Select-one)	Single	Y
EDO03403		Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A	Dropdown (Select-one)	Single	Y
EDO03404	A	If you answered "Other" above, what other role best describes you?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	E E B E E E E E E E E E E E E E E E E E E E E E A E E E E B B E	Checkbox One Up Vertical	Multi	Y
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		N

Model Instance Name:
 U.S. NRC Satisfaction Survey v2
 MID: UhdBBQptJVk41wssVwc1lw==
 Date: 2/3/09

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 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsI0003235	B	Were you able to find the specific report/document you came to the NRC site for today:-	Yes No Partially	G, D	Radio Button One Up Vertical	Single	Y
ACQOsI0003236	G	Which of the following best describes the reason why you were unable to obtain the report/document:-	The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.) Other, please specify:		Radio Button One Up Vertical		
ACQOsI0003189	D	Please describe in detail which report/document you were unable to find on the site:-			Open-ended		
EDO03407	E	Did you find what you were looking for?	Yes No Partially	F	Radio Button One Up Vertical	Single	Y
EDO03408	F	If "No", what were you looking for? Please be brief and specific.			Open-ended		N
		Did you find what you were looking for?	Yes No Partially	F, C F, C	Radio Button One Up Vertical	Single	Y
	F	What were you looking for? Please be brief and specific.			Open-ended		N
	C	If you were unable to obtain a specific report/document, which of the following best describes why:	I was not looking for a specific report/document. The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.) Other, please specify:	G	Radio Button One Up Vertical		N
	G	What other reason were you unable to obtain a specific report/document?			Open-ended		N
EDO03410		What source brought you to our site?	Search engine Other government site Site bookmarked Referral Printed materials Media/news story Other		Dropdown (Select-one)	Single	Y
ACQOsI0003250		Did you use the search feature during your visit today?	Yes No Don't recall	K	Radio Button, one-up vertical	Single	Y

Model Instance Name:
 U.S. NRC Satisfaction Survey v2
 MID: UhdBBQptJVk41wssVwc1lw==
 Date: 2/3/09

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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsI0003251	K	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	The search feature met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search , or lack of these options. I had technical issues with the search feature. None of these	A B C D E	Checkbox, one-up vertical	Multi	Y
ACQOsI0003252	A	What were your issues with the basic search process ? (Please select all that apply.)	It was not clear to me how to use the search feature I did not know what terms to use to get the results I wanted There were too many steps or refinements to get to what I wanted I had a different issue with the basic search process:	F	Checkbox, one-up vertical	Multi	Y
ACQOsI0003253	F	My issue was:	Open-ended		Text area, no char limit		
ACQOsI0003254	B	What were your issues with the visual display of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose The text was too small The page was too crowded I could not see much difference between the listings/items I had a different issue with the visual display of results:	G	Checkbox, one-up vertical	Multi	Y
ACQOsI0003255	G	My issue was:	Open-ended		Text area, no char limit		
ACQOsI0003237	C	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted There were not enough results There were NO results There was too little information in the results to decide what to choose Many of the search results looked the same I had a different issue with the search results:	H	Checkbox, one-up vertical	Multi	Y
ACQOsI0003238	H	My issue was:	Open-ended		Text area, no char limit		
ACQOsI0003239	D	What were your issues with sorting, filtering, or advanced search ? (Please select all that apply.)	The results were not sorted in a helpful way I want advanced search options I want more sorting/filtering/advanced search options I had a different sorting/filtering issue:	K I	Checkbox, one-up vertical	Multi	Y
ACQOsI0003240	I	My issue was:	Open-ended		Text area, no char limit		
ACQOsI0003241	K	The sorting/filtering/advanced search options I would like are:	Open-ended		Text area, no char limit		
ACQOsI0003242	E	The technical issue I had with search was:	Search speed was too slow I had the following technical issue:	J	Radio button, two-up vertical	Single	Y
ACQOsI0003243	J	My issue was:	Open-ended		Text area, no char limit		
EDO03417		What other information would you like to see on the NRC site? (Please specify)			Open-ended		N
EDO03418		If you could make one improvement to the site, what	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results		Dropdown (Select-one)	Single	Y

Model Instance Name:
 U.S. NRC Satisfaction Survey v2
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 Date: 2/3/09

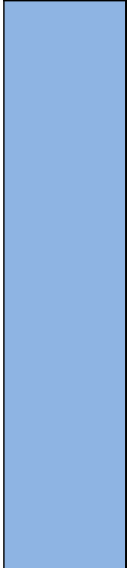
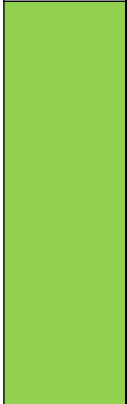
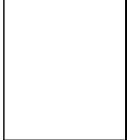
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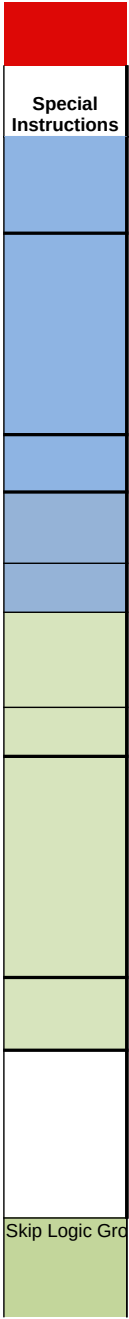
U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A			
EDO03419	A	What other improvements would you make to this site?			Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N



Special
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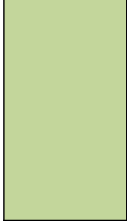




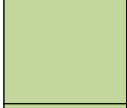


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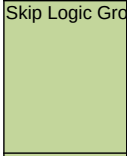
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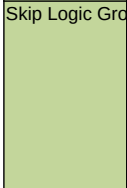
Skip Logic Gro



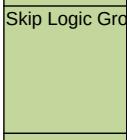
Skip Logic Gro



Skip Logic Gro



Skip Logic Gro



Skip Logic Gro



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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO03402		How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Dropdown (Select-one)	Single	Y
EDO03403		Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee NRC contractor Other federal employee Nuclear industry Member of the public Law firm News media Congress Researcher Consultant Student Teacher Other	A	Dropdown (Select-one)	Single	Y
EDO03404	A	If you answered "Other" above, what other role best describes you?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Other Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document	E E B E B B E	Checkbox One Up Vertical	Multi	Y
EDO03406	A	If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		N

Model Instance Name:
 U.S. NRC Satisfaction Survey v2
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 Date: 2/3/09

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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsl0003235	B	Were you able to find the specific report/document you came to the NRC site for today?	Yes No Partially	C, D	Radio Button One Up Vertical	Single	Y
ACQOsl0003236	C	Which of the following best describes the reason why you were unable to obtain the report/document:	The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (ie. File would not open, pages to access document would not load, etc.) Other, please specify:		Radio Button One Up Vertical		
ACQOsl0003189	D	Please describe in detail which report/document you were unable to find on the site.			Open-ended		
EDO03407	E	Did you find what you were looking for?	Yes No Partially	F	Radio Button One Up Vertical	Single	Y
EDO03408	F	If "No", what were you looking for? Please be brief and specific.			Open-ended		N
EDO03409		if you were looking for a specific document and you were unable to find it, what was this document? Please be brief and specific.			Open-ended		N
EDO03410		What source brought you to our site?	Search engine Other government site Site bookmarked Referral Printed materials Media/news story Other		Dropdown (Select-one)	Single	Y
ACQOsl0003250		Did you use the search feature during your visit today?	Yes No Don't recall	K	Radio Button, one-up vertical	Single	Y
ACQOsl0003251	K	Please tell us about your experience with the site's search feature today. (Please select all that apply.)	The search feature met my needs today. I had issues with the basic search process (how to use it, terms to enter). I had issues with the visual display of the search results (text size, images). I had issues with the search results I received. I had issues with sorting, filtering, advanced search, or lack of these options. I had technical issues with the search feature. None of these	A B C D E	Checkbox, one-up vertical	Multi	Y
ACQOsl0003252	A	What were your issues with the basic search process? (Please select all that apply.)	It was not clear to me how to use the search feature I did not know what terms to use to get the results I wanted There were too many steps or refinements to get to what I wanted I had a different issue with the basic search process:	F	Checkbox, one-up vertical	Multi	Y
ACQOsl0003253	F	My issue was:	Open-ended		Text area, no char limit		

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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsl0003254	B	What were your issues with the visual display of the search results? (Please select all that apply.)	I could not see enough of the description to decide which link to choose The text was too small The page was too crowded I could not see much difference between the listings/items I had a different issue with the visual display of results:	G	Checkbox, one-up vertical	Multi	Y
ACQOsl0003255	G	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003237	C	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted There were not enough results There were NO results There was too little information in the results to decide what to choose Many of the search results looked the same I had a different issue with the search results:	H	Checkbox, one-up vertical	Multi	Y
ACQOsl0003238	H	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003239	D	What were your issues with sorting, filtering, or advanced search ? (Please select all that apply.)	The results were not sorted in a helpful way I want advanced search options I want more sorting/filtering/advanced search options I had a different sorting/filtering issue:	K I	Checkbox, one-up vertical	Multi	Y
ACQOsl0003240	I	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003241	K	The sorting/filtering/advanced search options I would like are:	Open-ended		Text area, no char limit		
ACQOsl0003242	E	The technical issue I had with search was:	Search speed was too slow I had the following technical issue:	J	Radio button, two-up vertical	Single	Y
ACQOsl0003243	J	My issue was:	Open-ended		Text area, no char limit		
EDO03411		How do you prefer to navigate this site?	Site's search feature ADAMS web-based access search ADAMS Citrix-based access search FAQs Top & left navigation bars Quick links Site index Site map Other No preference	A	Dropdown (Select-one)	Single	Y
EDO03412	A	If you answered "Other" above, what is your other preferred means for navigating the site?	-		Open-ended		N
EDO03413		If you used the search feature of the site, what type of	I did not use the search Results were helpful Results were not helpful Returned too many results Returned not enough or no results Returned results that were too similar/redundant Results were not relevant to my search terms or needs I was not sure what words to use in my search Search required too many refinements to get what I wanted Other		Dropdown (Select-one)	Single	Y

Model Instance Name:
 U.S. NRC Satisfaction Survey v2
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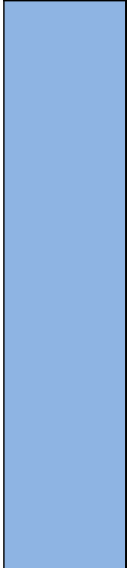
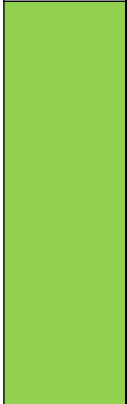
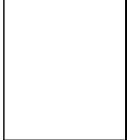
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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
EDO03414		What type of difficulty, if any, did you encounter with the navigation process?	I did not encounter any difficulty with navigation Could not determine the best link on most pages Could not navigate back to previous information I felt lost, not know where I was I had difficulty finding related information Too many links or navigational choices Links did not take me where I expected Could not get started or did not know where to begin I had difficulty finding detailed information I had technical difficulties (e.g. broken links, error messages) Navigation did not support what I was trying to accomplish Other		Dropdown (Select-one)	Single	Y
EDO03415		What feature or aspect of the NRC site do you most appreciate? (Please be brief and specific)	-		Open-ended		N
EDO03416		What feature or aspect of the NRC site do you least appreciate? (Please be brief and specific)	-		Open-ended		N
EDO03417		What other information would you like to see on the NRC site? (Please specify)			Open-ended		N
EDO03418		If you could make one improvement to the site, what	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A	Dropdown (Select-one)	Single	Y
EDO03419	A	What other improvements would you make to this site?			Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N

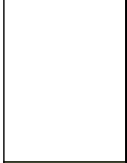
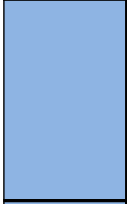


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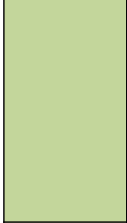
Special
Instructions



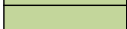
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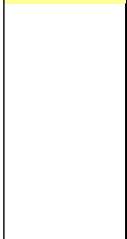
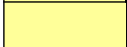
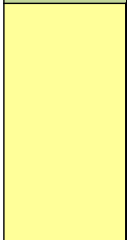
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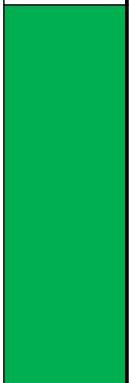
**Special
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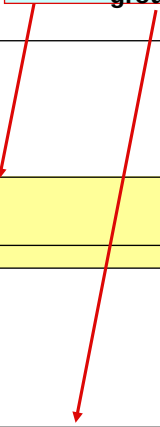
Model Instance Name:
 U.S. NRC Satisfaction Survey v2
 MID: UhdBBQptJVk41wssVwc1lw==
 Date: 3/1/2008

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
CQ0004444		How frequently do you visit this site?	Daily 2-3 times a week --> Two to three times per week About once a month Every few months Every 6 months or less often <i>This is my first time visiting this site</i>	Dropdown (Select-one)
CQ0004444		Are you a registered user on this site?	I am registered I am not registered, and do not intend to (go to A) <i>I am not registered, but intend to register during my visit today</i>	Radio Button One Up Vertical
	A	Please explain why you do not intend to register?		Open-ended
CQ0004444		Which best describes your primary role?	Registered project architect Project designer Unregistered architect Contractor Sub-contractor General consumer Other (please specify)	Radio Button One Up Vertical
CQ0004444		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design (go to A) Gathering information on a product or manufacturer specified in a design (go to B) Other (please specify)	Radio Button One Up Vertical
	A	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost Other (please specify)	Checkbox One Up Vertical
	B	What type of information were you looking for when researching products for the possible inclusion in a design?	CAD Spec 3D models Green information Product application Manufacturer's contacts Cost Other (please specify)	Checkbox One Up Vertical

Use cell shading to highlight question groups.



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U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST

U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
CQ0004444		How were you primarily seeking information on sweets.com?	Search by keyword feature Browse by master format feature Other (please specify)	Radio Button One Up Vertical
CQ0004444		Were you able to find what you were looking for today?	Yes No (go to A then B) Not sure (go to C then D)	Radio Button One Up Vertical
	A	Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for I could not find the product I was looking for I haven't completed my search on sweets.com yet The search results did not appear relevant Other (please specify)	Radio Button One Up Vertical
	B	Since you could not find what you were looking for, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites (go to E) Other (please specify)	Dropdown (Select-one)
	C	Why were you not sure?	I haven't completed my search on sweets.com yet I am not sure how to find the product I am looking for Could not find the product I was looking for under the division it should be listed in The search results did not appear relevant Other (please specify)	Radio Button One Up Vertical
	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site Call Sweets.com customer service E-mail Sweets.com customer service Return to this site later and try again Conduct a new internet search Visit other building product sites (go to F) Other (please specify)	Dropdown (Select-one)
	E	What other site(s) do you plan to visit?		Open-ended
	F	What other site(s) do you plan to visit?		Open-ended
	CQ0004444		What other sources do you use to search for construction product information?	Google Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.) Reed First Source 4specs Arcat Manufacturers websites Sweets catalog Other (please specify)

Use cell shading to highlight question groups.

Single or Multi		Required Y/N
Single		Y
Single		Y
		N
Single		Y
Single		Y
Multi		Y
Multi		Y



Single or Multi	Required Y/N
Single	Y
Single	Y
Single	Y
Single	Y
Single	Y
Single	Y
	N
	N
Multi	Y