Attachment B - Online customer satisfaction survey screen shots

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Extramural Policy and Procedure Information and Knowledge Dissemination (EPPIKD) Program
Customer Satisfaction Survey for the NIH/NIAID

This survey, conducted by Social & Scientific Systems, Inc. (SSS) on behalf of the National Institutes of Health (NIH), National Institute of Allergy and Infectious Diseases (NIAID), is part of a customer satisfaction assessment of the NIAID Extramural Policy and Procedure Information and Knowledge Dissemination (EPPIKD) Program.

You have been invited to share your thoughts on NIAID extramural grants-related resources—information, tools and technologies, and services—because of your interest in NIAID grant information. By completing this brief survey, you will provide NIAID with important feedback that will help NIAID improve its resources for the scientific, professional, and lay communities.

The survey may take up to 15 minutes to complete. Your participation is entirely voluntary, and your responses will be kept private and only reported in aggregate form. No individual responses will be disclosed in reporting the results of this survey.

If you have any questions or issues as you complete this survey you may contact [SSS Customer Satisfaction Assessment Team member] at [email address or toll-free phone number]. If you would like more information about the NIAID EPPIKD Program, please contact [NIAID EPPIKD Project Team member] at [email address].

Thank you in advance for your participation. Your opinion is valuable to us!

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Hyperlinks/Pop up definitions:

Knowledge Management - "The ability of an organization to manage, store, value, and distribute knowledge." (Liebowitz and Wilcox, 1997)

Knowledge Needs – Information about a particular content area that one requires to perform a task or function.

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A. Background

We would like to gather some background information which will provide important context to your feedback. Your responses will be kept private and only reported in aggregate form.

1. How did you first learn about this customer satisfaction survey?

- ○ Email invitation
- ○ Colleague or co-worker
- ○ NIH newsletter or other publication
- ○ NIH website banner and or newsfeed
- ○ NIH presentation, seminar or webinar
- ○ Social media (e.g., Twitter, Facebook or LinkedIn)
- ○ Other, please specify

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2. Are you currently an NIH employee?

   ○ Yes [TERMINATE SURVEY]
   ○ No

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8%

3. What is your primary position or role in your home institution?

- ◯ Researcher/Scientist/Investigator
- ◯ Research manager/staff
- ◯ Fellow/Post-doctoral trainee
- ◯ Graduate student
- ◯ Business official/Administrator
- ◯ Budget/Funding staff
- ◯ General public
- ◯ Other, please specify

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11%

4. With which type of institution are you currently affiliated?

○ University or college
○ Non-government organization (NGO)
○ Non-profit organization
○ For-profit organization
○ Professional association
○ Other, please specify [_____]

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14%

5. Is the institution you are affiliated with based in the United States?

○ Yes
○ No
○ Not sure

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17%

6. A **New Investigator (NI)** is an NIH research grant applicant who has not yet competed successfully for a substantial, NIH research grant (R01 or equivalent). Some grants however are not classified as "substantial, NIH research grants". For instance, a Project Director/Principal Investigator who has received a small grant (R03) or an Exploratory, Developmental Research Grant Award (R21) retains his or her status as a New Investigator. For a complete list of NIH grants that do not disqualify a PD/PI from being considered a New Investigator, visit http://grants.nih.gov/archive/grants/new_investigators/resources.htm.

Do you qualify as a New Investigator (NI)?

○ Yes
○ No
○ Not sure

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7. An **Early Stage Investigator (ESI)** is a New Investigator [POP-UP DEFINITION OF New Investigator WHEN SCROLL OVER] who has completed his or her terminal research degree or medical residency--whichever date is later--within the past 10 years and has not yet been awarded a substantial, competing NIH research grant. The dates that start the period of classification as an Early Stage investigator are entered in the investigators eRA Commons Profile (https://commons.era.nih.gov/commons/). Under certain circumstances an extension to the ESI period may be granted.

Do you qualify as an Early Stage Investigator (ESI)?

○ Yes
○ No
○ Not sure

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8. <u>Within the next 12 months</u>, do you intend to apply for an NIH grant?

○ Yes
○ No
○ Not sure

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26%

9. Do you currently have any research funding?

○ Yes
○ No [SKIP TO SECTION B]
○ Pending [SKIP TO SECTION B]
○ Not sure [SKIP TO SECTION B]
○ Prefer not to disclose [SKIP TO SECTION B]

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28%

10. Is any of your current funding through NIH?

○ Yes
○ No [SKIP TO SECTION B]
○ Not sure [SKIP TO SECTION B]
○ Prefer not to disclose [SKIP TO SECTION B]

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31%

11. What type(s) of NIH funding do you currently have?

Please check all that apply.

☐ Research Project Grant (RPG) (R01 or equivalent)
☐ Other NIH grant (e.g., R series (not including R01), T series, U series, K series, P series, F series, and so on)
☐ NIH contract
☐ Other, please specify _____

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34%

B. Current Knowledge Sharing/Seeking Experience

Next we are interested in learning about your current approach to finding and/or sharing knowledge resources--such as information, tools and technologies, or services--about NIAID grants.

12. When seeking out NIAID grants-related resources, such as people, websites, or documents, which of the following do you usually do first?

○ Go to a NIAID person or other NIAID resource
○ Go to an NIH person or other NIH resource (non-NIAID) [SKIP TO Q. 14]
○ Go to a non-NIH person or other non-NIH resource [SKIP TO Q. 15]
○ Don't Know [SKIP TO Q. 16]

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37%

13. When seeking out NIAID grants-related resources <u>from NIAID</u>, which of the following do you <u>usually do first</u>?

[ALL SKIP TO Q. 16]

○ Contact an NIAID staff member
○ Do a search on the NIAID website
○ Review NIAID online newsletters, blogs, or other sources
○ Review NIAID hardcopy or print documents/publications
○ Attend a NIAID conference, seminar or webinar
○ Other, please specify [   ]

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40%

14. When seeking out NIAID grants-related resources <u>from NIH</u>, which of the following do you <u>usually do first</u>?

Please do not include NIAID resources.

[ALL SKIP TO Q. 16]
- ○ Contact an NIH staff member
- ○ Do a search on the NIH website
- ○ Review NIH online newsletters, blogs, or other sources
- ○ Review NIH hardcopy or print documents/publications
- ○ Attend an NIH conference, seminar or webinar
- ○ Other, please specify [   ]

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43%

15. When seeking out NIAID grants-related resources <u>outside of NIH</u>, which of the following do you <u>usually do first</u>?

Please do not include NIAID or other NIH resources.

○ Email or talk with someone within your own organization
○ Do a global web search (e.g., Google, Bing, Yahoo)
○ Search other online resources
○ Use social media (e.g., Twitter, Facebook, LinkedIn)
○ Other, please specify [   ]

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46%

16. When seeking out NIAID grants-related resources, which of the following have been most helpful for you?

Please select up to three answers.

- ☐ NIAID staff member
- ☐ Other NIH staff member (non-NIAID)
- ☐ Someone within your own organization Global web search (e.g., Google, Bing, Yahoo)
- ☐ Search on the NIAID website
- ☐ Search on the NIH website
- ☐ NIAID online newsletters, blogs or other sources
- ☐ NIH online newsletters, blogs, or other sources
- ☐ Online organizational resources (intranet)
- ☐ NIH/NIAID hardcopy or print documents/publications
- ☐ NIH/NIAID conference, seminar or webinar
- ☐ Social media (for example, Twitter, Facebook, LinkedIn)
- ☐ Other, please specify [_____]

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49%

17. In the past 12 months, what types of NIAID grants-related resources have you sought most often?

Please select up to three answers.

☐ Funding opportunities
☐ Eligibility requirements
☐ Research priorities/mission
☐ Award policies/regulations/process
☐ Application policies/process/forms
☐ Application feedback/review notes
☐ Scientific review process
☐ Grant writing tips
☐ Resubmission policies and process
☐ Post-award process (e.g., budgeting, human and animal subjects' protections, ethics, safety, etc.)
☐ Grant administration/oversight
☐ Contact information for appropriate NIH/NIAID program staff
☐ Other, please specify _____

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52%

18. In the past 12 months, what types of NIAID grants-related resources have been most difficult for you to find?

Please select up to three answers.

☐ Funding opportunities
☐ Eligibility requirements
☐ Research priorities/mission
☐ Award policies/regulations/process
☐ Application policies/process/forms
☐ Application feedback/review notes
☐ Grant writing tips
☐ Scientific review process
☐ Resubmission policies and process
☐ Post-award process (e.g., budgeting, human and animal subjects' protections, ethics, safety, etc.)
☐ Grant administration/oversight
☐ Contact information for appropriate NIH/NIAID program staff
☐ Other, please specify

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55%

19. <u>In the past 12 months</u>, when looking for NIAID grants-related resources, what are the biggest challenges you have experienced?

Please select up to <u>three</u> answers.

☐ Finding where to start
☐ Navigating the NIAID websites
☐ Navigating the NIH websites
☐ Reviewing large volumes of information
☐ Resources lacked detail/too general
☐ Knowing whether resource was current/up-to-date
☐ Getting updates about policy changes, grants and forms
☐ Inconsistent/conflicting information on NIH/NIAID websites
☐ Finding the appropriate contact at NIH/NIAID
☐ Access to the internet/internet connectivity
☐ Login/password requirements
☐ Other, please specify [_____]
☐ None of the above

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57%

C. Future Knowledge Sharing/Seeking Experience

Finally, we are interested in what you think your knowledge needs [POP-UP DEFINITION OF Knowledge Needs WHEN SCROLL OVER] might be in the future regarding NIAID grants-related resources.

20. <u>In terms of knowledge about NIAID grants</u>, what do you expect your main knowledge needs to be within the next 12 months?

Please choose only <u>one</u> answer.

- ○ Policies
- ○ Funding opportunities
- ○ Eligibility guidelines
- ○ Application process/application forms
- ○ Scientific review process
- ○ Finding NIH/NIAID staff expertise/Points of contact
- ○ Training
- ○ Other, please specify [_____]

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60%

21. <u>In terms of knowledge about NIAID grants</u>, what do you expect your main knowledge needs to be within the next <u>five years</u>?

Please choose only <u>one</u> answer.

- ○ Policies
- ○ Funding opportunities
- ○ Eligibility guidelines
- ○ Application process/application forms
- ○ Scientific review process
- ○ Finding NIH/NIAID staff expertise/Point of contact
- ○ Training
- ○ Other, please specify [   ]

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63%

22. Now please think about all the NIAID grants-related resources you expect to seek out in the future. Which of the following would you prioritize for knowledge management enhancements?

Please select up to <u>three</u> priorities.

☐ Central portal or point of access to NIH/NIAID grant resources
☐ Streamlined search engine
☐ Better website navigation
☐ Automated notification about grants
☐ Streamlined grant application and award processes
☐ Document/website maintenance (date and author tags)
☐ Contact with knowledgeable staff/person-to person services
☐ Online technical support/help desk
☐ Training available at all times (e.g., online library of instructional videos, presentations, webinars)
☐ Other, please specify [   ]

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66%

23. In recent discussions at NIAID, several types of enhancements have been mentioned for managing knowledge about grants at NIH/NIAID.

On a scale from 1 to 5, where 1 is very useful and 5 is not at all useful, please indicate how useful each of the following would be for you:

	1 - Very useful	2	3 - Neutral	4	5 - Not at all useful
Help desk/online technical support	○	○	○	○	○
Social media/networking such as blogs, Wikis (e.g., Wikipedia), Facebook, LinkedIn, Twitter, etc.	○	○	○	○	○
Improved NIH search engine	○	○	○	○	○
Better website navigation	○	○	○	○	○
Grant FAQs	○	○	○	○	○
Central portal or starting point on NIH websites	○	○	○	○	○
Expert forum or peer group listservs (NIH-based)	○	○	○	○	○
Email alerts for updates to grants-related information	○	○	○	○	○
Websites customizable based on individual interests and needs	○	○	○	○	○
Virtual information concierge (online concierge to handle information requests)	○	○	○	○	○
SmartPhone app for grants information	○	○	○	○	○
Other, please specify_____	○	○	○	○	○

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23sp. Please specify, the other types of enhancements that have been mentioned for managing knowledge about grants at NIH/NAID.

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88%

24. In recent discussions at NIAID, a few enhancements have been mentioned for training about grants at NIH/NIAID.

On a scale from 1 to 5, where 1 is very useful and 5 is not at all useful, please indicate how useful each of the following would be for you:

	1 - Very useful	2	3 - Neutral	4	5 - Not at all useful
Training available at all times (e.g., online library of instructional videos, presentations, webinars)	○	○	○	○	○
Short mini-trainings (e.g., 10-minute video training modules on a specific topic)	○	○	○	○	○
Other, please specify_____	○	○	○	○	○

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94%

24sp. Please specify, which enhancements have been mentioned for <u>training about grants at NIH/NIAID</u> that were not listed.

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98%

Thank you for participating in this important assessment!

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