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

U.S. NRC Satisfaction Survey v2

MID: UhdBBQptJVk41wssVwc1lw==

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 NOTE:** All guestions under each element are required. Satisfaction questions are required. Future behaviors may be modified based on your site's objectives. Element questions are partitioned among surveys. Satisfaction questions appear on all surveys. Future behavior questions appear on all surveys. REQUIRED ELEMENTS (common to all websites) Return (1=Very Unlikely, 10=Very Likely) Content (1=Poor, 10=Excellent, Don't Know) 1 Please rate the accuracy of information on this site. 24 What is your overall satisfaction with this site? 27 How likely are you to return to 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? Recommend (1=Very Unlikely, 10=Very Likely) (1=Falls Short, 10=Exceeds) 3 Please rate the **freshness of content** on this site 26 How does this site compare to your idea of an ideal website? 28 How likely are you to recommend this site to someone else? (1=Not Very Close, 10=Very Close) Functionality (1=Poor, 10=Excellent, Don't Know) Primary Resource (1=Very Unlikely, 10=Very Likely) 4 Please rate the **usefulness of the features provided** on this site. 29 How likely are you to use this site as your primary resource for obtaining information from this organization? 5 Please rate the **convenience of the features** on this site. 30 Future Participation (1=Very Unlikely, 10=Very Likely) 6 Please rate the variety of features on this site. How likely are you to express your thoughts or ideas to the Nuclear Regulatory Commission in the next 90 days? 31 Trust (1=Strongly Disagree, 10=Strongly Agree) Look and Feel (1=Poor, 10=Excellent, Don't Know) 7 Please rate the visual appeal of this site. can count on the Nuclear Regulatory Commission to act in my best 8 Please rate the balance of graphics and text on this site. consider the Nuclear Regulatory Commission to be trustworthy. 9 Please rate the **readability of the pages** on this site. The Nuclear Regulatory Commission can be trusted to do what is right. Navigation (1=Poor, 10=Excellent, Don't Know) 10 Please rate how well the site is organized. 11 Please rate the options available for navigating this site. 12 Please rate how well the site layout helps you find what you are looking 13 Please rate the number of clicks to get where you want on this site. Search (1=Poor, 10=Excellent, Don't Know) 14 Please rate the relevance of search results on this site. 15 Please rate the organization of search results on this site. 16 Please rate how well the search results help you decide what to select. 17 Please rate how well the search feature helps you to narrow the results to find what you want. Site Performance (1=Poor, 10=Excellent, Don't Know) 18 Please rate how quickly pages load on this site. 19 Please rate the consistency of speed from page to page on this site. 20 Please rate the ability to load pages without getting error messages on Online Transparency (1=Poor, 10=Excellent, Don't Know) 21 Please rate how thoroughly this website discloses information about what the Nuclear Regulatory Commission is doing. Please rate how quickly Nuclear Regulatory Commission information is made available on this website. Please rate how well information about the Nuclear Regulatory Commission's actions can be accessed by the public on this website.

U.S. NRC Satisfaction Survey v2

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red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi
EDO03402		How frequently do you visit this site?	First time		Dropdown (Select-one)	Single	
			More than once a day		,		
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
ED002402		Which role/offiliation host describes you?			Drandown (Calcat and)	Cinalo	\ \ \
EDO03403		Which role/affiliation best describes you?	NRC licensee		Dropdown (Select-one)	Single	י ן
			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	А	If you answered "Other" above, what other role best describes you?		- 11	Open-ended		ı
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC		Checkbox One Up Vertical	Multi	\
LD 000-100		Vitac is your primary reason for visiting the site today.	Read about what NRC does		Checkbox one op vertical	IVIGIG	
			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	Α			
			Find 10CFR information	,			
			Research or review current regulatory requirements, regulations and rules				
			Find or download NUREG reports				
			Obtain inspection reports				
		If you answered "Other" above, what is your other	Find a specific document		Open-ended		
EDO03406							
EDO03406	Α	primary reason for visiting the site? Did you find what you were looking for?					

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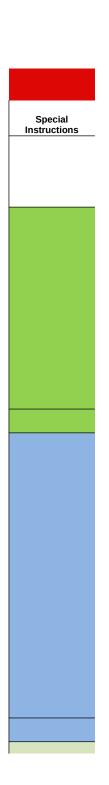
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters) No	Skip to	Type (select from list)	Single or Multi	Required Y/N
			Partially	F, C			
ACQWro0010104	F	What were you looking for? Please be brief and specific.	i diddiy	1,0	Open-ended		N
ACQWro0010105	С	If you were unable to obtain a specific report/document, which of the following best describes why:	I was not looking for a specifc report/document.		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.)	_			
ACQWro0010117		M/hat ather reason were you unable to obtain a specific	Other, please specify:	G	Open-ended		N
VC64MI000TOTT1	G	What other reason were you unable to obtain a specific report/document?			Орен-епиеи		IN
EDO03410		What source brought you to our site?	Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc	L	Dropdown (Select-one)	Single	Y
		Other government site Site bookmarked					
		Referral					
		Printed materials					
		Media/news story					
			Other	J			
ACQhar0020085	J	What other source brought you to our site?			Open-ended		N
HAR0038807		How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	First time		Dropdown (Select-one)	Single	Y
			Every 6 months or less				
			About once a month				
			About once a week				
			Daily More than once a day				
ACQOsl0003250		Did you use the search feature(s) during your visit today?	Yes, I used the general site search feature	К	Radio Button, one-up vertical	Single	Y
			Yes, I used the ADAMS search feature	к			
			Yes, I used both the general site and ADAMS search features	K			
			No				
			Don't recall				
CQOsl0003251		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.		Checkbox, one-up vertical	Multi	Y
			I had issues with the basic search process (how to use it, terms to enter).	Α			
			I had issues with the visual display of the search results (text size, images).	В			
			I had issues with the search results I received.	С			
			I had issues with sorting, filtering, advanced search, or lack of these options.	D E			
			I had technical issues with the search feature. None of these	E			
CQOsl0003252	A	What were your issues with the basic search process?	INOTIC OF LICESC		Checkbox, one-up vertical	Multi	Y
0000000202		(Please select all that apply.)	It was not clear to me how to use the search feature		one up vertical	IVIGITA	
			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			

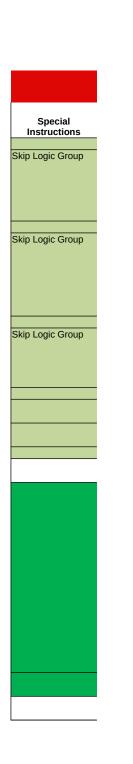
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violet (bold): SKIP-LOGIC

	Skip					Single	
	Logic		Answer Choices			or	Required
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
ACQOsl0003238	F	My issue was:			Text area, no char limit		
ACQOsl0003254	В	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		Checkbox, one-up vertical	Multi	Y
			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			
ACQOsl0003240	G	My issue was:			Text area. no char limit		
ACQOsl0003237	С	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		Checkbox, one-up vertical	Multi	Y
			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:	н	Text area, no char limit		
ACQOsl0003243	Н	My issue was:					
4CQOsl0003239	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:	К 1	Checkbox, one-up vertical	Multi	Y
ACQOsl0003253	- 1	My issue was:			Text area, no char limit		
ACQOsl0003241	К	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
CQOsl0003255	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		Dropdown (Select-one)	Single	Y
EDO03419		What other improvements would you make to this site?	Have a better site organization, better site map Other	A	Open-ended		N
22000.20	Α	provincing media year mails to the site.			- Cpon onaca		
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	Requi
EDO03402		How frequently do you visit this site?	First time		Dropdown (Select-one)	Single	
			More than once a day		,		
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
ED002402		Which role/offiliation host describes you?			Drandown (Calcat and)	Cinalo	\ \ \
EDO03403		Which role/affiliation best describes you?	NRC licensee		Dropdown (Select-one)	Single	י ן
			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	А	If you answered "Other" above, what other role best describes you?		- 11	Open-ended		ı
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC		Checkbox One Up Vertical	Multi	\
LD 000-100		Vitac is your primary reason for visiting the site today.	Read about what NRC does		Checkbox one op vertical	IVIGIG	
			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	Α			
			Find 10CFR information	,			
			Research or review current regulatory requirements, regulations and rules				
			Find or download NUREG reports				
			Obtain inspection reports				
		If you answered "Other" above, what is your other	Find a specific document		Open-ended		
EDO03406							
EDO03406	Α	primary reason for visiting the site? Did you find what you were looking for?					

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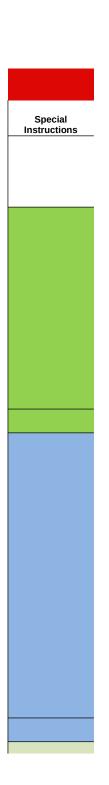
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QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
			No Dantis II.	F, C			
ACQWro0010104	F	What were you looking for? Please be brief and specific.	Partially	F, C	Open-ended		N
ACQVII00010104	-	What were you looking for ? Flease be blief and specific.			Ореп-епаеа		IN
ACQWro0010105					Radio Button One Up Vertical		N
		If you were unable to obtain a specific report/document,					
	С	which of the following best describes why:	I was not looking for a specifc 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			
ACQWro0010117		What other reason were you unable to obtain a specific			Open-ended		N
	G	report/document?					
EDO03410		What source brought you to our site?	Search engine		Dropdown (Select-one)	Single	Y
			NRC Blog, NRC Tweet, NRC YouTube Channel, etc	L			
			Other government site Site bookmarked				
			Referral				
			Printed materials				
			Media/news story				
			Other	J			
ACQhar0020085	J	What other source brought you to our site?			Open-ended		N
HAR0038807		How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	First time		Dropdown (Select-one)	Single	Y
			Every 6 months or less				
			About once a month				
			About once a week				
			Daily More than once a day				
CQOsl0003250		Did you use the search feature(s) during your visit	Inition that the a day	K	Radio Button, one-up vertical	Single	Υ
500000200		today?	Yes		Tradio Battori, orie up vertical	Origic	
			Yes, I used the general site search feature	К			
			Yes, I used the ADAMS search feature	K			
			Yes, I used both the general site and ADAMS search features	K			
			No				
CQOsl0003251	K	Please tell us about your experience with the site's	Don't recall The search feeture (a) met my peede today.		Checkbox, one-up vertical	Multi	Y
CQOSI0003251	^	search feature(s) today. (Please select all that apply.)	The search feature(s) met my needs today.		Checkbox, one-up vertical	Mulu	Ť
			I had issues with the basic search process (how to use it, terms to enter).	Α			
			I had issues with the visual display of the search results (text size, images).	В			
			I had issues with the search results I received.	C			
			I had issues with sorting, filtering, advanced search , or lack of these options. I had technical issues with the search feature.	E			
			None of these	_			
CQOsl0003252	Α	What were your issues with the basic search process?			Checkbox, one-up vertical	Multi	Y
		(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				

red & strike-through: DELETE
underlined & italicized: RE-ORDER
pink: ADDITION

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
			I had a different issue with the basic search process:	F			
ACQOsl0003238	F	My issue was:			Text area, no char limit		
ACQOsl0003254	В	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		Checkbox, one-up vertical	Multi	Y
000-10000040		My igoue week	I had a different issue with the visual display of results:	G	Tara anna na aban linais		
ACQOsl0003240 ACQOsl0003237	C	My issue was: 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		Text area, no char limit Checkbox, one-up vertical	Multi	Y
			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:		Text area, no char limit		
ACQOsl0003243	Н	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:	К	Checkbox, one-up vertical	Multi	Y
ACQOsl0003253		My issue was:	That a unicient sorting/intering issue.		Text area, no char limit		
ACQOsl0003241	K	The sorting/filtering/advanced search options I would like are:			Text area, no char limit		
ACQOsl0003242	Е	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
CQOsl0003255	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		Dropdown (Select-one)	Single	Y
EDO03419	A	What other improvements would you make to this site?	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	Α	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	Requir Y/N
EDO03402		How frequently do you visit this site?	First time		Dropdown (Select-one)	Single	Y
25000.02		liter inequently de year new and exer	More than once a day		2.0000000000000000000000000000000000000	og.o	
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
EDO03403		Which role/affiliation best describes you?	NRC licensee		Dropdown (Select-one)	Single	Y
ED003403		William fole/amiliation best describes you?	State or local government		Diopuowii (Select-oile)	Sirigie	'
			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	А	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		Checkbox One Up Vertical	Multi	Y
		,,,,,,,	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	Α			
			Find 10CFR information				
			Research or review current regulatory requirements, regulations and rules				
			Find or download NUREG reports				
			Obtain inspection reports				
EDO03406		If you answered "Other" above, what is your other	Find a specific document		Open-ended		N
	A	primary reason for visiting the site?					
QWro0010103		Did you find what you were looking for?	Yes		Radio Button One Up Vertical		

red & strike through: DELETE underlined & italicized: RE-ORDER pink: ADDITION blue + -->: REWORDING

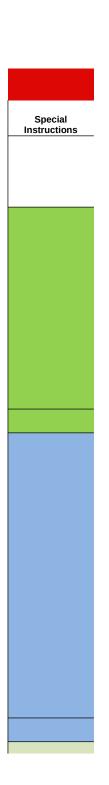
violet (bold): SKIP-LOGIC

			0.5. NAC Satisfaction Survey V2 COSTOM QUESTION E				
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
Ųιδ	Lubei	Question Text	No	F, C	Type (select from list)	With	17.1
			Partially	F, C			
ACQWro0010104	F	What were you looking for? Please be brief and specific.	1 addany	1,0	Open-ended		N
7.CQW100010104	•	What were you looking for: I lease be blief and specific.			Open chaca		14
ACQWro0010105		If you were unable to obtain a specific report/document,			Radio Button One Up Vertical		N
	С	which of the following best describes why:	I was not looking for a specifc 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.)				
4.0014/004.0447			Other, please specify:	G	0		
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		Dropdown (Select-one)	Single	Y
		.,	NRC Blog, NRC Tweet, NRC YouTube Channel, etc	l L	(
			Other government site				
			Site bookmarked	1			
			Referral	1			
			Printed materials	1			
			Media/news story	+			
			Other	J			
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		Dropdown (Select-one)	Single	Y
			Every 6 months or less	1			
			About once a month				
			About once a week	1			
			Daily				
			More than once a day	1			
ACQOsl0003250		Did you use the search feature during your visit today?		К	Radio Button, one-up vertical	Single	Υ
			Yes				
			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.		Checkbox, one-up vertical	Multi	Y
			I had issues with the basic search process (how to use it, terms to enter).	Α			
			I had issues with the visual display of the search results (text size, images).	В			
			I had issues with the search results I received.	С			
			I had issues with sorting , filtering , advanced search , or lack of these options.	D			
			I had technical issues with the search feature.	E			
			None of these				
ACQOsl0003252	А	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		Checkbox, one-up vertical	Multi	Y
		(isass solution man apply.)	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			
ACQOsl0003238	F	My issue was:	private a uniterest leade with the basic octaon process.		Text area, no char limit		
ACQU310003230		INITY 1000C WAS.			Text area, 110 chai iiitiit		

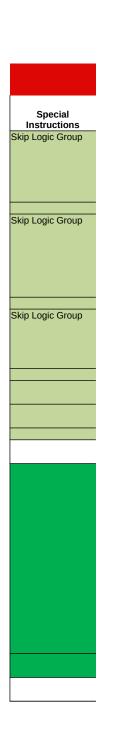
red & strike-through: DELETE underlined & italicized: RE-ORDER pink: ADDITION

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

	Skip					Single	
	Logic		Answer Choices			or	Require
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
CQOsl0003254	В	What were your issues with the visual display of the			Checkbox, one-up vertical	Multi	Y
		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			
CQOsl0003240	G	My issue was:			Text area, no char limit		
ACQOsl0003237	С	What were your issues with the search results?			Checkbox, one-up vertical	Multi	Y
		(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				
000-10000040		NA.:	I had a different issue with the search results:	Н	To do one on the Port		
ACQOsl0003243	Н	My issue was:			Text area, no char limit	3.4 Ic	
ACQOsl0003239	D	What were your issues with sorting, filtering, or	The very life ways and and disconding a helpful way.		Checkbox, one-up vertical	Multi	Y
		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	K			
000-1000050		NA.:	I had a different sorting/filtering issue:	I	To the second second second second		
CQOsl0003253	1	My issue was:			Text area, no char limit		
CQOsl0003241	K	The sorting/filtering/advanced search options I would like are:			Text area, no char limit		
CQOsl0003242	E	The technical issue I had with search was:	Search speed was too slow		Radio button, two-up vertical	Single	Y
			I had the following technical issue:	J			
CQOsl0003255	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		Dropdown (Select-one)	Single	Υ
			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	Α			
EDO03419		What other improvements would you make to this site?			Open-ended		N
EDO03420	Α	Do you have any other comments about our site?			Open-ended		N
	1	(Please specify)		1		1	1







U.S. NRC Satisfaction Survey v2
MID: UhdBBQptJVk41wssVwc1lw==

Date: 2/3/09

red & strike-through: DELETE

<u>underlined & italicized</u>: RE-ORDER

pink: ADDITION

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
EDO03402		How frequently do you visit this site?	First time	July 10	Dropdown (Select-one)	Single	
25000.02		l lott modulating as you than and one.	More than once a day		2.0000 (20.000 0)	Cg.c	
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
EDO03403		Which role/affiliation best describes you?	NRC licensee		Dropdown (Select-one)	Single	Υ
22000.00		Trinish roloralimation poor accompce your	State or local government		2.0000 (20.000 0)	Sirigic	1
			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		If you anawared "Other" above, what other role heat	Other	A	Open anded		N
ED003404	Α	If you answered "Other" above, what other role best describes you?			Open-ended		I IN
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC		Checkbox One Up Vertical	Multi	Y
			Read about what NRC does			la.a	
			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	A			
			Find 10CFR information				
			Research or review current regulatory requirements, regulations and rules				
			Find or download NUREG reports				
			·				
			Obtain inspection reports				
		If you answered "Other" above, what is your other	Find a specific document		Open-ended		N
EDO03406					Open-engeg		I IV

Date: 2/3/09

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red & strike-through: DELETE

<u>underlined & italicized</u>: RE-ORDER

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

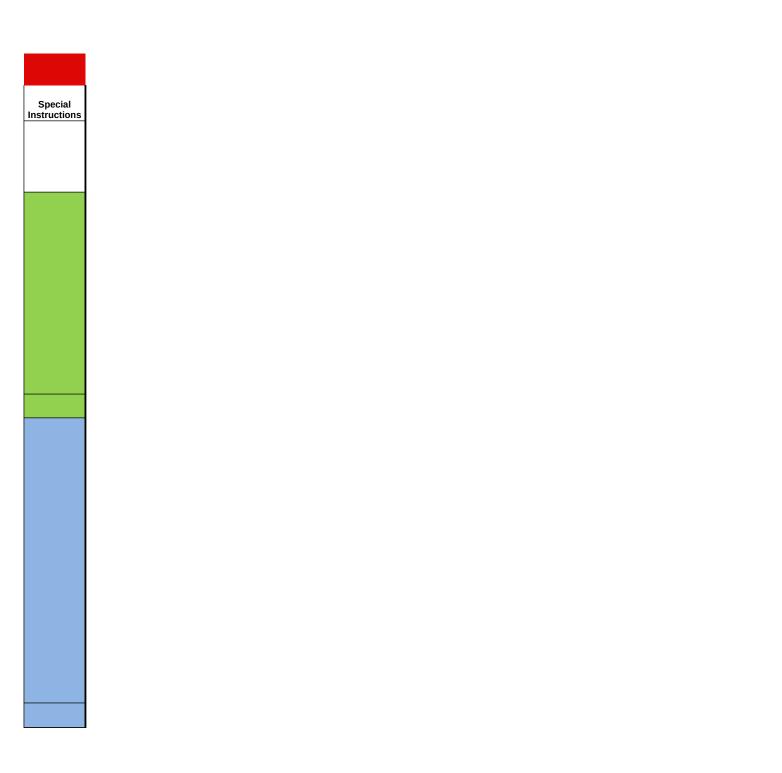
pink: ADDITION

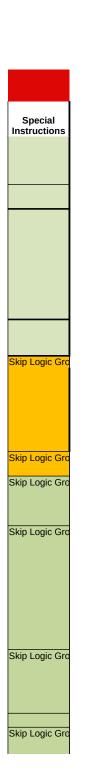
QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
ACQWro0010103		Did you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	Y
			No	F, C			
			Partially	F, C			
ACQWro0010104	F	What were you looking for? Please be brief and specific.			Open-ended		N
ACQWro0010105					Radio Button One Up Vertical		N
		If you were unable to obtain a specific report/document,					
	С	which of the following best describes why:	I was not looking for a specifc 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.)				
ACQWro0010117			Other, please specify:	G	Open-ended		N
7.0QW100010111		What other reason were you unable to obtain a specific			Spen chaca		
	G	report/document?					
EDO03410		What source brought you to our site?	Search engine		Dropdown (Select-one)	Single	Y
			NRC Blog, NRC Tweet, NRC YouTube Channel, etc				
			Other government site				
			Site bookmarked				
			Referral	4			
			Printed materials	1			
			Media/news story Other				
ACQhar0020085	J	What other source brought you to our site?	Cute	-	Open-ended		N
					·		
ACQOsl0003250		Did you use the search feature during your visit today?	No.	K	Radio Button, one-up vertical	Single	Y
			Yes	-			
			No	-			
1000al00022E1		Please tell us about your experience with the site's	Don't recall The search feature met my needs today.		Charlebay, and un vertical	N AI+i	Y
ACQOsl0003251	K	search feature today. (Please select all that apply.)	The search feature met my needs today.		Checkbox, one-up vertical	Multi	ļ ř
			I had issues with the basic search process (how to use it, terms to enter).	 A			
			I had issues with the visual display of the search results (text size, images).	В			
			I had issues with the search results I received.				
				С			
			I had issues with sorting, filtering, advanced search , or lack of these options.	D			
			I had technical issues with the search feature.	E			
			None of these				
ACQOsl0003252	Α	What were your issues with the basic search process?			Checkbox, one-up vertical	Multi	Y
		(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			
ACQOsl0003253	F	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003254	В	What were your issues with the visual display of the			Checkbox, one-up vertical	Multi	Y
(CQC310003234		What were your issues with the Visual display of the					

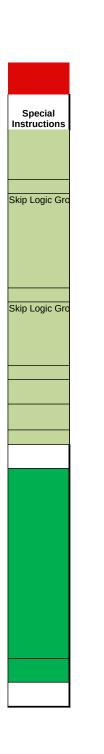
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pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
· ·			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			
CQOsl0003255	G	My issue was:			Text area, no char limit		
CQOsl0003237	С	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted		Checkbox, one-up vertical	Multi	Y
		11.77	There were not enough results				
				н			
CQOsl0003238	Н	My issue was:	Open-ended		· · · · · · · · · · · · · · · · · · ·		
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		Checkbox, one-up vertical	Multi	Y
				K			
				I			
CQOsl0003240		My issue was:	Open-ended		Text area, no char limit		
CQOsl0003241	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		Radio button, two-up vertical	Single	Υ
			I had the following technical issue:	J			
CQOsl0003243	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		Dropdown (Select-one)	Single	Y
			Improve the ADAMS search engine				
			The page was too crowded could not see much difference between the listings/ftems in a different issue with the visual display of results: Open-ended Text area, no char limit Open-ended There were not enough results there were No results to decide what to choose Many of the search results looked the same in that a different issue with the search results: There was too little information in the results to decide what to choose Many of the search results is okeded what to choose Many of the search results is okeded what to choose Many of the search results is okeded what to choose Many of the search results is okeded what to choose Many of the search results is okeded what to choose Many of the search results were not sorted in a helpful way I want advanced search options I want davanced search options I want more sorting/filtering/advanced s				
		Question Text The text was too small The page was too crowded Loud not see much difference between the listings/items I had a different issue with the visual display of results: Open-ended There were not receivant/not what I wanted There were not concupt results There were not concupt results There were not concupt results There were not receivant/not what I wanted There were not concent in a helpful way I want devaraged earch options I want devel					
			Question Text The text was too small The page was too crowded Loud not see much difference between the listings/items Le was: Open-ended Results were not relevant/not what I wanted There were not enough results There were not enough results There was bo fille information in the results to decide what to choose Many of the search results (Please Many of the search results to decide what to choose Many of the search results to the sear				
			· · ·				
			Other	A			
EDO03419	Α				Open-ended		N
EDO03420		Do you have any other comments about our site? (Please specify)			Open-ended		N







U.S. NRC Satisfaction Survey v2

MID: UhdBBQptJVk41wssVwc1lw==

Date: 2/3/09

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

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

QID	Skip Logic Label	Question Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Ski
EDO03402	+	How frequently do you visit this site?	7.11.511.61.12.5 (2.67.61.12.7)	First time	- Oiti
2000-102		li low nequently do you visit this site :		More than once a day	
				Daily	
				About once a week	
				About once a month	
				Every 6 months or less	
DO03403		Which role/affiliation best describes you?		NRC licensee	
.D003403		William fole/allillation best describes you?			
				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	
EDO03404		If you answered "Other" above, what other role best describes you?			
DO03405		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	
DO03406		If you answered "Other" above, what is your other		Find a specific document	

U.S. NRC Satisfaction Survey v2
MID: UhdBBQptJVk41wssVwc1lw==

Date: 2/3/09

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violet (bold): SKIP-LOGIC

· · · · · · · · · · · · · · · · · · ·			ı	T.	1
OID	Skip Logic Label	Ouestion Text	Answer IDs (DOT ONLY)	Answer Choices (limited to 50 characters)	Skip to
ACQWro0010103		Did you find what you were looking for?	ACQWro0010103A01	Yes	Skip to
ACQWI00010103		Did you lind what you were looking for?	ACQWI00010103A01	165	
			ACQWro0010103A02	No	F, C
			ACQWro0010103A03	Partially	F, C
ACQWro0010104	F	What were you looking for? Please be brief and specific.			
ACQWro0010105			ACQWro0010105A01		
		If you were unable to obtain a specific report/document,			
	С	which of the following best describes why:	100111110111105100	I was not looking for a specifc report/document.	
			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:	G
ACQWro0010117					
		What other reason were you unable to obtain a specific report/document?			
EDO03410	Ť	What source brought you to our site?		Search engine	
				NRC Blog, NRC Tweet, NRC YouTube Channel, etc.	1
				Other government site	
				Site bookmarked	
				Referral	
				Printed materials	
				Media/news story	
				Other	J
	1	What other source brought you to our site?			
ACQOsl0003250		Did you use the search feature during your visit today?	ACQOsl0003250A01		К
.0 Q 00.0000200		The year also and search realists during your view today.	1 10 2 00.0000200.102	Yes	'`
			ACQOsl0003250A02	No No	
			ACQOsl0003250A03	Don't recall	1
ACQOsl0003251	к	Please tell us about your experience with the site's	ACQOsl0003251A01	The search feature met my needs today.	
		search feature today. (Please select all that apply.)			
			ACQOsl0003251A02	I had issues with the basic search process (how to use it, terms to enter).	A
			ACQOsl0003251A03	I had issues with the visual display of the search results (text size, images).	В
			ACQOsl0003251A04	I had issues with the search results I received.	c
			,	I had issues with the search results received. I had issues with sorting, filtering, advanced search, or lack of these options.	_
			ACQOsl0003251A05		D _
			ACQOsl0003251A06	I had technical issues with the search feature.	E
			ACQOsl0003251A07	None of these	
ACQOsl0003252	Α	What were your issues with the basic search process?	ACQOsl0003252A01		
		(Please select all that apply.)		It was not clear to me how to use the search feature	
			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:	F
ACQOsl0003253	F B	My issue was:	ACQOsl0003254A01	Open-ended	

Date: 2/3/09

red & strike-through: DELETE underlined & italicized: RE-ORDER

pink: ADDITION

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

ACQOsl0003238 ACQOsl0003239 D What were your iss advanced search? ACQOsl0003241 ACQOsl0003241 ACQOsl0003242 E ACQOsl0003243 BEDO03417 What other informa NRC site? (Please of your could make of the property		. NAC Satisfaction Survey v2 Costom QOESTION Elst		
ACQOsl0003235 G My issue was: ACQOsl0003237 C What were your iss select all that apply ACQOsl0003238 H My issue was: ACQOsl0003239 D What were your iss advanced search? ACQOsl0003240 K The sorting/filtering like are: ACQOsl0003241 E The technical issue according to the company of the comp			Answer Choices	
ACQOsl0003237 C What were your iss select all that apply ACQOsl0003238 ACQOsl0003239 D What were your iss advanced search? ACQOsl0003240 ACQOsl0003241 ACQOsl0003241 ACQOsl0003242 E The technical issue ACQOsl0003243 BEDO03417 What other informan NRC site? (Please If you could make of the search of the sea	Question Text	Answer IDs (DOT ONLY)	1	Skip to
ACQOsl0003238 ACQOsl0003239 ACQOsl0003240 ACQOsl0003241 ACQOsl0003241 ACQOsl0003242 BCDO3417 ACQOsl0003243 BCDO3417 ACQOsl0003243 BCDO3418 ACQOsl0003243 BCDO3418 BC	· ·	ACQOsl0003254A02	The text was too small	J
My issue was: MCQOsl0003239 My issue was: What were your iss advanced search? My issue was: What were your iss advanced search? My issue was: The sorting/filtering like are: The technical issue was: The technical issu		ACQOsl0003254A03	The page was too crowded	
CQOsl0003237 C What were your iss select all that apply My issue was: What were your iss advanced search? CQOsl0003240 K The sorting/filtering like are: CQOsl0003242 E The technical issue CQOsl0003243 J My issue was: CQOsl0003243 J My issue was: EDO03417 What other informa NRC site? (Please If you could make of		ACQOsl0003254A04	could not see much difference between the listings/items	
CQOsl0003237 C What were your iss select all that apply My issue was: What were your iss advanced search? CQOsl0003240 K The sorting/filtering like are: CQOsl0003242 E The technical issue CQOsl0003243 J My issue was: CQOsl0003243 J My issue was: EDO03417 What other informa NRC site? (Please If you could make of		ACQOsl0003254A05	I had a different issue with the visual display of results:	G
ACQOsl0003238 ACQOsl0003238 ACQOsl0003239 ACQOsl0003240 ACQOsl0003241 ACQOsl0003241 ACQOsl0003242 BCQOsl0003242 BCQOsl0003243 BCQOsl0003243 BCQOsl0003243 BCQOsl0003243 BCQOsl0003244 BCQOsl0003245 BCQOsl0003245 BCQOsl0003246 BCQOsl0003247 BCQOsl0003247 BCQOsl0003248 BCQOsl0003240 BC			Open-ended	
select all that apply My issue was: What were your iss advanced search? My issue was: The sorting/filtering like are: The technical issue was: The technical issue was: The sorting/filtering like are: The technical issue was: The tec	ur issues with the search results ? (Please	ACQOsl0003237A01		
ACQOsl0003238 ACQOsl0003239 D What were your iss advanced search? ACQOsl0003240 ACQOsl0003241 ACQOsl0003242 ED003417 ACQOsl0003243 BD003417 ACQOsl0003417 ACQOsl0003418 BD003418 HMy issue was: The sorting/filtering like are: The technical issue what other informa NRC site? (Please If you could make of the sorting of the			Results were not relevant/not what I wanted	
My issue was: CQOsl0003241 CQOsl0003242 CQOsl0003242 CQOsl0003243 EDO03417 CQOsl0003418 What were your iss advanced search? My issue was: The sorting/filtering like are: The technical issue was: What other informa NRC site? (Please If you could make of	, pp.) .)	ACQOsl0003237A02	There were not enough results	
ACQOsl0003240 ACQOsl0003241 ACQOsl0003241 ACQOsl0003242 BCQOsl0003243 BCDO03417 ACQOsl0003243 BCDO03418 What other informa NRC site? (Please of the polytopid property of the		ACQOsl0003237A03	There were NO results	
MCQOsl0003240 ACQOsl0003241 ACQOsl0003241 ACQOsl0003242 BCQOsl0003243		ACQOsl0003237A04		_
My issue was: CQOsl0003241 CQOsl0003242 CQOsl0003242 CQOsl0003243 EDO03417 CQOsl0003418 What were your iss advanced search? My issue was: The sorting/filtering like are: The technical issue was: What other informa NRC site? (Please If you could make of		1 7	There was too little information in the results to decide what to choose Many of the search results looked the same	
MCQOsl0003240 ACQOsl0003241 ACQOsl0003241 ACQOsl0003242 BCQOsl0003243		ACQOsl0003237A05 ACQOsl0003237A06	·	— н
My issue was: CQOsl0003241 CQOsl0003242 CQOsl0003242 CQOsl0003243 EDO03417 CQOsl0003418 What were your iss advanced search? My issue was: The sorting/filtering like are: The technical issue was: What other informa NRC site? (Please If you could make of		ACQUSI0003237A00	I had a different issue with the search results:	
advanced search? My issue was: The sorting/filtering like are: The technical issue was: The condition of th			Open-ended	
ACQOsl0003240 ACQOsl0003241 ACQOsl0003242 BACQOsl0003243 BED003417 ACQOsl0003243 BED003417 ACQOsl0003243 BED003418 ACQOsl0003244 BED003418 BED00	ur issues with sorting , filtering , or	ACQOsl0003239A01		
ACQOsl0003241 K The sorting/filtering like are: The technical issu ACQOsl0003243 J My issue was: What other informa NRC site? (Please ED003418 If you could make of	rch? (Please select all that apply.)		The results were not sorted in a helpful way	
CQOsl0003241 K The sorting/filtering like are: The technical issu CQOsl0003243 J My issue was: EDO03417 What other informa NRC site? (Please If you could make of		ACQOsl0003239A02	I want advanced search options	
ACQOsl0003241 K The sorting/filtering like are: The technical issue ACQOsl0003243 ED003417 ED003418 K The sorting/filtering like are: The technical issue What other informan NRC site? (Please of the you could make to the sorting of the sortin		ACQOsl0003239A03	l want more sorting/filtering/advanced search options	К
CQOsl0003241 K The sorting/filtering like are: The technical issu CQOsl0003243 J My issue was: EDO03417 What other informa NRC site? (Please If you could make of		ACQOsl0003239A04	I had a different sorting/filtering issue:	I
CQOsl0003242 E The technical issu CQOsl0003243 J My issue was: EDO03417 What other informa NRC site? (Please If you could make of the state of the			Open-ended Open-ended	
ED003417 My issue was: What other informa NRC site? (Please If you could make of the state of t	ering/advanced search options I would		Open-ended	
ED003417 What other informa NRC site? (Please ED003418 If you could make of the property of th	l issue I had with search was:	ACQOsl0003242A01	Search speed was too slow	
ED003417 What other informa NRC site? (Please ED003418 If you could make of the property of th		ACQOsl0003242A02	I had the following technical issue:	J
NRC site? (Please ED003418 If you could make of			Open-ended	
	ormation would you like to see on the ease specify)			
	ake 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	Α
EDO03419 What other improve	provements would you make to this site?			
	any other comments about our site?			

Type (calcot from list)	Single or Multi	Required Y/N	Special Instructions
Type (select from list) Dropdown (Select-one)	Circula	Y	IIISU UCUOIIS
	Single	·	
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	Skiu Logie Grij
Open-ended		N	Skip Lagic 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
and the second s			p =39.0 310

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		Ν	
Dropdown (Select-one)	Single	Y	
Open-ended		N	
Open-ended		N	

U.S. NRC Satisfaction Survey v2
MID: UhdBBQptJVk41wssVwc1lw==

Date: 2/3/09

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pink: ADDITION

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Requi Y/N
EDO03402		How frequently do you visit this site?	First time	Jp 15	Dropdown (Select-one)	Single	+
22 000 .02		l lon noquently as you then and one.	More than once a day		2.0600 (20.000 0)	og.o	
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
EDO03403		Which role/affiliation best describes you?	NRC licensee		Dropdown (Select-one)	Single	Y
		Trinori roloralimation pool accompce year	State or local government		2.0000 (00.000 00)	July 1	
			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	† .	If you answered "Other" above, what other role best		, A	Open-ended		
ED00240E	Α	describes you?	Find and about NIDO	_	Classista Casalla Markinal	B. A. Jai	\
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC Read about what NRC does	E	Checkbox One Up Vertical	Multi	
			Read event reports Research about nuclear reactors	E			
			Find information on nuclear materials				
			Research information on radioactive waste	E			
			Find out about public involvement/meetings	E			
			Learn about current rulemakings				
			Report a safety concern	E			
			Learn about emergency preparedness	E			
			Know about radiation protection	E			
			Find employment at NRC	E			
			Contact NRC	E			
			Get information on license fees	E			
			Download NRC forms	B			
			Electronically submit documents	E			
			News and info	E			
			Find out what's new on the website	E			
			Other	A			
			Find 10CFR information	E			
			Research or review current regulatory requirements, regulations and rules	E			
			Find or download NUREG reports	В			
			Obtain inspection reports	В			
			Find a specific document	E			
EDO03406		If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		1

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pink: ADDITION

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

	Skip					Single	
	Logic		Answer Choices			or	Require
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
ACQOsl0003235	_	Were you able to find the specific report/document you	Yes		Radio Button One Up Vertical	Single	¥
	В	came to the NRC site for today:	N.				
			No	C, D			
A C C C - 100000000			Partially		Dadia Button One He Martinal		
ACQOsl0003236					Radio Button One Up Vertical		
	e	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				
			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:				
ACOOsl0003189			other, picuse speeny.		Open-ended		
•	Ð	Please describe in detail which report/document you were unable to find on the site.					
EDO03407	E	Did you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	¥
			No .	F			
ED000400	_	If IINIally what ware well-alies for Disease he brief and	Partially		0		NI.
EDO03408	F	If "No", what were you looking for? Please be brief and specific.			Open-ended		H
		Did you find what you were looking for?	Yes		Radio Button One Up Vertical	Single	Υ
			N.				
			NO Desticible	F, C F. C			
	F	What were you looking for? Please be brief and specific.	Partially	F, C	Open-ended		N
	_	What were you looking for Flease be blief and specific.			Орен-ениеи		IN
					Radio Button One Up Vertical		N
		If you were unable to obtain a specific report/document,			radio Batton one op versea.		
	С	which of the following best describes why:	I was not looking for a specifc 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			
					Open-ended		N
		What other reason were you unable to obtain a specific					
	G	report/document?					
EDO03410		What source brought you to our site?	Search engine		Dropdown (Select-one)	Single	Y
			Other government site				
			Site bookmarked Referral				
			Printed materials				
			Media/news story				
			Other				
QOsl0003250		Did you use the search feature during your visit today?		К	Radio Button, one-up vertical	Single	Y
20310003230		July you use the search reature during your visit today?	Yes	- 1	radio Button, one-up vertical	Sirigie	'
			No No				
			Don't recall				

U.S. NRC Satisfaction Survey v2
MID: UhdBBQptJVk41wssVwc1lw==

Date: 2/3/09

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OID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Require Y/N
CQOsl0003251		Please tell us about your experience with the site's	The search feature met my needs today.	Cimp to	Checkbox, one-up vertical	Multi	Y
		search feature today. (Please select all that apply.)			,		
			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).	A В			
			I had issues with the search results I received.	—			
			I had issues with sorting , filtering , advanced search , or lack of these options.	D			
			I had technical issues with the search feature.	E			
			None of these				
CQOsl0003252	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		Checkbox, one-up vertical	Multi	Y
			There were too many steps or refinements to get to what I wanted				
			I had a different issue with the basic search process:	F			
CQOsl0003253	F	My issue was:	Open-ended		Text area, no char limit		
.CQOsl0003254	В	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
			The text was too small				
			The page was too crowded				
			I could not see much difference between the listings/items				
000-1000000			I had a different issue with the visual display of results:	G	Tank and a sharibasik		_
CQOsl0003255	G	My issue was:	Open-ended		Text area, no char limit	2.4 11:	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
CQOsl0003237	С	What were your issues with the search results ? (Please select all that apply.)	Results were not relevant/not what I wanted		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:	Н			
CQOsl0003238	H	My issue was:	Open-ended		Text area, no char limit		
CQOsl0003239	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		Checkbox, one-up vertical	Multi	Y
			I want advanced search options				
			I want more sorting/filtering/advanced search options	K			
CQOsl0003240	1 .	Mariana and a	I had a different sorting/filtering issue: Open-ended		Text area, no char limit		-
CQOsl0003240	K	My issue was: The sorting/filtering/advanced search options I would			Text area, no char limit		
CQOsl0003242	E	like are: The technical issue I had with search was:	Open-ended Search speed was too slow		Radio button, two-up vertical	Single	Y
LQUSI0003242	-	The technical issue that with search was.	I had the following technical issue:	J	Radio button, two-up vertical	Sirigie	
CQOsl0003243	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		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		ForeSee Results - 0		

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violet (bold): SKIP-LOGIC

QID	Skip Logic Label		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









Model Instance Name:

U.S. NRC Satisfaction Survey v2
MID: UhdBBQptJVk41wssVwc1lw==

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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	Requir Y/N
EDO03402	Luber	How frequently do you visit this site?	First time	Citip to	Dropdown (Select-one)	Single	Y
LD 000-102		liter inequently do you visit this site.	More than once a day		Bropadown (delete one)	Olligio	
			Daily				
			About once a week				
			About once a month				
			Every 6 months or less				
EDO03403		Which role/affiliation best describes you?	NRC licensee		Dropdown (Select-one)	Single	Υ
LD003403		Which fole/allillation best describes you:	State or local government		Diopuowii (Select-one)	Jingle	'
			International regulatory community				
			Public interest group				
			NRC employee				
			NRC contractor				
			Other federal employee				
			Nuclear industry Number of the public				
			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?			Open-ended		N
EDO03405		What is your primary reason for visiting the site today?	Find out about NRC	E	Checkbox One Up Vertical	Multi	Y
			Read about what NRC does	E			
			Read event reports	В			
			Research about nuclear reactors	E			
			Find information on nuclear materials	E			
			Research information on radioactive waste	E			
			Find out about public involvement/meetings	E			
			Learn about current rulemakings	E			
			Report a safety concern	E			
			Learn about emergency preparedness	E			
			Know about radiation protection	E			
			Find employment at NRC	Ē			
			Contact NRC	E			
			Get information on license fees	Ē			
			Download NRC forms	В			
			Electronically submit documents	— Ĕ			
			News and info				
			Find out what's new on the website	E			
			Other	A			
			Find 10CFR information				
			Research or review current regulatory requirements, regulations and rules	E			
			Find or download NUREG reports	В			
			Obtain inspection reports	В			
ED 000 : 22		If a constant like the state of	Find a specific document	Е			
EDO03406		If you answered "Other" above, what is your other primary reason for visiting the site?			Open-ended		1

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1			U.S. NRC Satisfaction Survey v2 CUSTOM QUESTION LIST				
QID	Skip Logic Label		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
ACQOsl0003235	В	Were you able to find the specific report/document you came to the NRC site for today:	Yes	-	Radio Button One Up Vertical	Single	Y
	_ B	came to the Nixe site for today.	No No	C, D			
1000 1000000			Partially				
ACQOsl0003236		Which of the following best describes the reason why	The report/document I am looking for is not yet posted on the site (The document is not		Radio Button One Up Vertical		
	С	Which of the following best describes the reason why you were unable to obtain the report/document:	posted quickly enough)				
			I was not sure where the report/document is located on the site				
			l 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:				
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		Radio Button One Up Vertical	Single	Y
			No Partially	F			
EDO03408	F	If "No", what were you looking for? Please be brief and	Partially		Open-ended		N
		specific.			.,		
EDO03409		If you were looking for a specific document and you were unable to find it, what was this document? Please	-		Open-ended		N
		be brief and specific.					
EDO03410		What source brought you to our site?	Search engine Other government site		Dropdown (Select-one)	Single	Y
			Site bookmarked	-			
			Referral				
			Printed materials				
			Media/news story				
ACOO-100022E0		Did you use the goardh feeture during your visit today?	Other	I/	Dadio Button one un vertical	Cinalo	Y
ACQOsl0003250		Did you use the search feature during your visit today?	Yes	K	Radio Button, one-up vertical	Single	Y
			No				
4.000.10000054			Don't recall		Observation and the state of th	B 4 - 141	
ACQOsl0003251	К	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.		Checkbox, one-up vertical	Multi	Y
			I had issues with the basic search process (how to use it, terms to enter).	Α			
			I had issues with the visual display of the search results (text size, images).	В			
			I had issues with the search results I received.	С			
			I had issues with sorting, filtering, advanced search , or lack of these options.	D			
			I had technical issues with the search feature.	E			
			None of these				
	Α	What were your issues with the basic search process?			Checkbox, one-up vertical	Multi	Y
ACQOsl0003252			It was not clear to me how to use the search feature				
ACQUSI0003252		(Please select all that apply.)					
ACQUSI0003252		(Please select all that apply.)	I did not know what terms to use to get the results I wanted				
ACQUSI0003252		(Please select all that apply.)		F			

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

				T		I	
	Skip Logic		Answer Choices			Single or	Required
QID	Label	Question Text	(limited to 50 characters)	Skip to	Type (select from list)	Multi	Y/N
ACQOsl0003254	В	What were your issues with the visual display of the			Checkbox, one-up vertical	Multi	Υ
		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	1			
			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			
ACQOsl0003255	G	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003237	С	What were your issues with the search results? (Please			Checkbox, one-up vertical	Multi	Υ
		select all that apply.)	Results were not relevant/not what I wanted		and the second s		
		ociost all triat apply.)	There were not enough results	1			
			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	٠			
			I had a different issue with the search results:	Н			
ACQOsl0003238	Н	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003239	D	What were your issues with sorting, filtering, or			Checkbox, one-up vertical	Multi	Υ
		advanced search? (Please select all that apply.)	The results were not sorted in a helpful way				
			I want advanced search options	1			
			I want more sorting/filtering/advanced search options	K			
			I had a different sorting/filtering issue:	1			
ACQOsl0003240	1	My issue was:	Open-ended		Text area, no char limit		
ACQOsl0003241	K	The sorting/filtering/advanced search options I would			Text area, no char limit		
		like are:	Open-ended				
ACQOsl0003242	E	The technical issue I had with search was:	Search speed was too slow		Radio button, two-up vertical	Single	Υ
			I had the following technical issue:	J			
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		Dropdown (Select-one)	Single	¥
			ADAMS web-based access search				
			ADAMS Citrix-based access search				
			FAQs				
			Top & left navigation bars				
			Quick links	4			
			Site index	4			
			Site map	٠.			
			Other No preference	A			
ED003412	A	If you answered "Other" above, what is your other	-		Open-ended		N
LD003412	^	preferred means for navigating the site?			Open-ended		IN.
ED003413		If you used the search feature of the site, what type of	I did not use the search		Dropdown (Select-one)	Single	¥
		,,,,,,	Results were helpful	1	(g.c	
			Results were not helpful	1			
			Returned too many results	1			
			Returned not enough or no results				
			Returned results that were too similar/redundant				
			Results were not relevant to my search terms or needs	1			
			I was not sure what words to use in my search	1			
			Search required too many refinements to get what I wanted	4			
			Other				

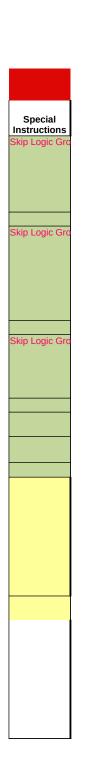
red & strike-through: DELETE underlined & italicized: RE-ORDER

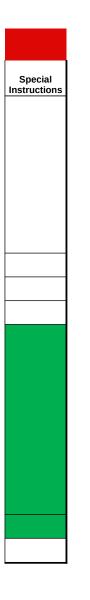
pink: ADDITION blue + -->: REWORDING violet (bold): SKIP-LOGIC

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		Dropdown (Select-one)	Single	¥
			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				
EDO03415		What feature or aspect or the NRC site do you most appreciate? (Please be brief and specific)	-		Open-ended		N
EDO03416		What feature or aspect or 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		Dropdown (Select-one)	Single	Υ
			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	Α			
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









Date: 3/1/2008

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underlined & italicized: RE-ORDER

pink: Addition

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

	Skip	Use cell shadii highlight ques groups.	stion	
QID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
	Labei	How frequently do you visit this site?	Daily	
CQ0004444		How frequently do you visit this site?	2-3 times a week> Two to three times per week	Dropdown (Select-one)
			· ·	_
			About once a month Every few months	
			Every 16 months or less often	_
			This is my first time visiting this site	_
CQ0004444		Are you a registered user on this site?		Radio Button One Up Vertical
CQ0004444		Are you a registered user on this site?	I am registered I am not registered, and do not intend to (go to A)	Radio Bullon One Op Vertical
				_
	Δ.	Please explain why you do not intend to register?	l am not registered, but intend to register during my visit today	Onen anded
CQ0004444	Α	Which best describes your primary role?	Registered project architect	Open-ended Radio Button One Up Vertical
CQ0004444		Whileh best describes your primary role?		Radio Button One Op Vertical
			Project designer	<u> </u>
			Unregistered architect	
			Contractor	_
			Sub-contractor	<u> </u>
			General consumer Other (please specify)	<u> </u>
CQ0004444		What best describes your primary reason for visiting the site today?	Researching products for possible inclusion in a design (go to A)	Radio Button One Up Vertical
CQ0004444		What best describes your primary reason for visiting the site today?	Gathering information on a product or manufacturer specified in a design (go to B)	Radio Bullott One Op Vertical
			Other (please specify)	-
	A	What type of information were you looking for when researching products for the	CAD	Checkbox One Up Vertical
	A	possible inclusion in a design?	CAD	Checkbox One Op Vertical
		,	Spec	-
			3D models	
			Green information	
			Product application	
			Manufacturer's contacts	-
			Cost	_
			Other (please specify)	_
	В	What type of information were you looking for when researching products for the	CAD	Checkbox One Up Vertical
	"	possible inclusion in a design?	CAB	Checkbox One op vertical
			Spec	
			3D models	
			Green information	
			Product application	
			Manufacturer's contacts	
			Cost	
			Other (please specify)	

Date: 3/1/2008

red & strike-through: DELETE
underlined & italicized: RE-ORDER

pink: Addition

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

		Use cell shadi	ng to	
		highlight que	stion	
	Skip	groups.	Avenue Obsisse	
OID	Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (coloct from list)
	Labei			Type (select from list)
CQ0004444		How were you primarily seeking information on sweets.com?	Search by keyword feature	Radio Button One Up Vertical
			Browse by master format feature	
000004444		Were you able to find what you were looking for today?	Other (please specify)	Dadia Button On a Ha Vantia d
CQ0004444		were you able to lind what you were looking for today?	Yes	Radio Button One Up Vertical
			No (go to A then B)	<u> </u>
		Why were you not able to find what you were looking for?	Not sure (go to C then D) I could not find the manufacturer I was looking for	Radio Button One Up Vertical
	A	with were you not able to find what you were looking for?		Radio Bullon One Op Vertical
			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	
	_	Cinco you could not find what you ware looking for what do you have do not	Other (please specify)	Durandarium (Calant aura)
	B	Since you could not find what you were looking for, what do you plan to do nex	Continue looking for the information at this site	Dropdown (Select-one)
			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)	
	С	Why were you not sure ?	I haven't completed my search on sweets.com yet	Radio Button One Up Vertical
			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)	
	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site	Dropdown (Select-one)
			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)	
	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	Checkbox One Up Vertical
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)	
			Reed First Source	
			4specs	
			Arcat	
			Manufacturers websites	
			Sweets catalog	
	1		Other (please specify)	

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

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