



The text you see here will appear at the top and bottom of your survey, examples below.  
Default text is included and you may modify this text as needed.

### Welcome and Thank You Text

#### Welcome Text

Thank you for visiting eRA.nih.gov. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

#### Thank You Text

Thank you for taking our survey and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our website.

### Example Desktop


The screenshot shows a desktop view of a survey titled "Customer Satisfaction Survey". At the top right is the FORESEE logo. The survey text is identical to the "Welcome Text" and "Thank You Text" sections above. A "Required questions are denoted by an \*" note is present next to a "TRUSTe Certified Privacy" logo. A question is displayed with a dropdown menu showing "disag.ee". At the bottom, there are "Cancel" and "Submit" buttons, followed by copyright information and links for "ForeSee", "ForeSee Privacy Policy", and "Contact Us".

Model Name NIH Grants eRA 2016  
 Model ID (MID)  
 Partitioned Yes - 2MQ  
 Date 9/7/2016

~~Red & Strike-Through~~: Delete  
Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Reword



| Label                                | Element Questions  | Label                          | Satisfaction Questions  | Label               | Future Behaviors   |
|--------------------------------------|--|--------------------------------|---|---------------------|--|
|                                      | <b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>  |                                | <b>Satisfaction</b>   |                     |  |
| 1 Look and Feel - Appeal             | Please rate the <b>visual appeal</b> of this site.   | 16 Satisfaction - Overall      | What is your <b>overall satisfaction</b> with this site?<br>(1=Very Dissatisfied, 10=Very Satisfied)      | 19 Return           | <b>Return (1=Very Unlikely, 10=Very Likely)</b><br>How likely are you to <b>return to eRA.nih.gov</b> in the future? |
| 2 Look and Feel - Balance            | Please rate the <b>balance of graphics and text</b> on this site.  | 17 Satisfaction - Expectations | How well does this site <b>meet your expectations</b> ?<br>(1=Falls Short, 10=Exceeds)                    |                     | <b>Recommend Site (1=Very Unlikely, 10=Very Likely)</b>  |
| 3 Look and Feel - Readability        | Please rate the <b>readability of the pages</b> on this site.  | 18 Satisfaction - Ideal        | How does this site <b>compare to your idea of an ideal website</b> ?<br>(1=Not Very Close, 10=Very Close) | 20 Recommend        | How likely are you to <b>recommend eRA.nih.gov to someone else</b> ?   |
|                                      | <b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>   |                                |   |                     | <b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>  |
| 4 Site Performance - Loading         | Please rate how <b>quickly pages load</b> on this site.  |                                |   | 21 Primary Resource | How likely are you to <b>use eRA.nih.gov as your primary resource</b> for obtaining information from eRA?            |
| 5 Site Performance - Consistency     | Please rate the <b>consistency of speed from page to page</b> on this site.                                |                                |   |                     |  |
| 6 Site Performance - Completeness    | Please rate how <b>completely the page content loads</b> on this site.                                     |                                |   |                     |  |
|                                      | <b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>   |                                |   |                     |  |
| 7 Navigation - Organized             | Please rate <b>how well this site is organized</b> .   |                                |   |                     |  |
| 8 Navigation - Options               | Please rate the <b>options available for navigating</b> this site.   |                                |   |                     |  |
| 9 Navigation - Layout                | Please rate <b>how well the site layout helps you find what you need</b> .                                 |                                |   |                     |  |
|                                      | <b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>   |                                |   |                     |  |
| 10 Information Browsing - Sort       | Please rate the <b>ability to sort information by criteria that are important to you</b> on this site.     |                                |   |                     |  |
| 11 Information Browsing - Narrow     | Please rate the <b>ability to narrow choices to find the information you are looking for</b> on this site. |                                |   |                     |  |
| 12 Information Browsing - Features   | Please rate how well the <b>features on the site help you find the information you need</b> .              |                                |   |                     |  |
|                                      | <b>Site Information (1=Poor, 10=Excellent, Don't Know)</b>   |                                |   |                     |  |
| 13 Site Information - Thoroughness   | Please rate the <b>thoroughness of information</b> provided on this site.                                  |                                |   |                     |  |
| 14 Site Information - Understandable | Please rate how <b>understandable</b> this site's information is.  |                                |   |                     |  |
| 15 Site Information - Answers        | Please rate how well the site's <b>information provides answers to your questions</b> .                    |                                |   |                     |  |

|             |                     |   |   |
|-------------|---------------------|---|---|
| Model Name  | NIH Grants eRA 2016 | <b>Red &amp; Strike-Through:</b> Delete<br><b>Underlined &amp; Italicized:</b> Re-order<br><b>Pink:</b> Addition<br><b>Blue:</b> Rework |  |
| Model ID    | (MID)               |   |   |
| Partitioned | Yes - 2MQ           |   |   |
| Date        | 9/7/2016            |   |   |

| QID | QUESTION META TAG   | Skip From | Question Text  | Answer Choices   | Skip To         | Required Y/N | Type                          | Special Instructions  | CQ Label                     | Comments |
|-----|---|-----------|--|--|-----------------|--------------|-------------------------------|---|------------------------------|----------|
|     | Primary Reason - Federal Government or Informational Non-Profit |           | What is your primary reason for visiting the eRA informational website today?    | To learn what systems are available<br>To learn how to navigate the systems<br>To learn how to complete a specific task using eRA systems<br>To learn how to register in an eRA system and set up user accounts<br>To log in to an eRA system<br>Other (Please specify.)   |                 | Y            | Radio button, one-up vertical | Skip Logic Group*   | Primary Reason               |          |
|     |   | X         | Please specify the other reason for your visit.                                  |  | X               | N            | Text field, <100 char         | Skip Logic Group*   | Primary Reason - Other       |          |
|     |   |           | Was the information you were looking for easy to find?                           | Yes<br>No  | A,B<br>A,B,C, D | Y            | Radio button, one-up vertical | Skip Logic Group*   | Information Easy to Find     |          |
|     |   | A         | Where did you find your information?   | In a video tutorial<br>In an FAQ<br>In the online help<br>Other (Please specify.)  |                 | Y            | Radio button, one-up vertical | Skip Logic Group*   | Where Info was Found         |          |
|     |   | A1        | Please describe where you found your information.                                |  | A1              | N            | Text area, no char limit      | Skip Logic Group*   | Other Place Info was Found   |          |
|     |   | B         | Why did you choose that resource over any other?                                 |  |                 | N            | Text area, no char limit      | Skip Logic Group*   | Why Resource for Info Chosen |          |
|     |   | C         | Why was this information difficult to find?                                      |  |                 | N            | Text area, no char limit      | Skip Logic Group*   | Why was Info Hard to Find    |          |
|     |   | D         | Is there additional information you'd like to see provided by eRA.nih.gov?       | Yes<br>No  |                 | Y            | Radio button, one-up vertical | Skip Logic Group*   | Additional Info              |          |
|     |   | D1        | What other information would you like to see provided by eRA.nih.gov?            |  |                 | N            | Text area, no char limit      | Skip Logic Group*   | Info Would Like to See       |          |
|     | Accomplish  |           | Did you accomplish what you wanted to do today on the eRA informational website? | Yes<br>No  |                 | Y            | Radio button, one-up vertical | Skip Logic Group*   | Accomplish                   |          |
|     | OE_Accomplish   | A         | Please tell us why you were unable to accomplish your task today.                |  | A,B             | N            | Text area, no char limit      | Skip Logic Group*   | Why Not Accomplish           |          |
|     | Do Next   | B         | What do you plan to do next?   | Contact the eRA service desk<br>Email my question to eRACommunications@mail.nih.gov<br>Return to eRA.nih.gov at a later time<br>Nothing<br>None of the above   |                 | Y            | Radio button, one-up vertical | Skip Logic Group*   | Do Next                      |          |
|     | Acquisition Source  |           | How were you referred to the site today?   | A message from eRA communications<br>From the NIH eRA Items of Interest<br>Through the eRA Commons home page<br>Through the eRA Commons online help (accessed from question marks on Commons screens)<br>NIH blog, tweet or other social media<br>A non NIH source<br>A recommendation from someone I know<br>Other (please specify.)<br>I was not referred to the site by anything specific |                 | Y            | Radio button, one-up vertical | Skip Logic Group*<br><br>Anchor Answer Choice<br>Anchor Answer Choice | Acquisition Source           |          |
|     |   | A         | Please specify how else you were referred to the site.                           |  |                 | N            | Text field, <100 char         | Skip Logic Group*   | Acquisition Source - Other   |          |
|     | Role  |           | In what role were you visiting the site today?                                   | Signing authority for organization<br>Principal Investigator (PI)<br>PI delegate<br>Other admin personnel (Asst. etc)<br>Reviewer<br>Reporting an invention<br>General Public<br>NIH Staff<br>Other Federal Government Staff<br>Media<br>Other   |                 | Y            | Drop down, select one         |   | Role                         |          |
|     | Visit Frequency   |           | How often do you visit this site?  | Daily or more often<br>Weekly<br>Monthly   |                 | Y            | Drop down, select one         |   | Visit Frequency              |          |

|                        |  |  |                                   |  |   |                          |                   |
|------------------------|--|--|-----------------------------------|--|---|--------------------------|-------------------|
|                        |  |  | Once every few months             |  |   |                          |                   |
|                        |  |  | Once every 6 months or less often |  |   |                          |                   |
|                        |  |  | This is my first visit            |  |   |                          |                   |
| OE_ Improve Experience |  | What else would you like to share with us to help improve your online experience with eRA.nih.gov? |                                   |  | N | Text area, no char limit | Improve           |
| Demographics: Age      |  | Which category includes your age?  | Under 18                          |  | Y | Drop down, select one    | Demographics: Age |
|                        |  |  | 18 - 24                           |  |   |                          |                   |
|                        |  |  | 25 - 34                           |  |   |                          |                   |
|                        |  |  | 35 - 44                           |  |   |                          |                   |
|                        |  |  | 45 - 54                           |  |   |                          |                   |
|                        |  |  | 55 - 64                           |  |   |                          |                   |
|                        |  |  | 65 or older                       |  |   |                          |                   |
|                        |  |  | Prefer not to respond             |  |   |                          |                   |