

Welcome and Thank You Text

Welcome Text

Thank you for visiting the Research.gov site. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the National Science Foundation. Please take a minute or two to give us your opinions. The feedback you provide will help us enhance our site and serve you better in the future. All results are strictly confidential.

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 your time in completing this survey. Your input is very valuable to us and we will take it into consideration.



Customer Satisfaction Survey

Thank you for visiting the Research.gov site. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the National Science Foundation. Please take a minute or two to give us your opinions. The feedback you provide will help us enhance our site and serve you better in the future. All results are strictly confidential.

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Instance Name:
Research.gov Satisfaction Survey V2

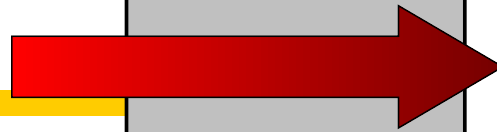
MID: g85V1RQk0AwlxRNRdkw5pA4C

Date: Fill In Date

Research.gov Satisfaction Survey

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)			CUSTOMER SATISFACTION
	Content (1=Poor, 10=Excellent, Don't Know)		Satisfaction (1=Poor, 10=Excellent)
1 Content - Accuracy	Please rate your perception of the accuracy of information on this site.	17 Satisfaction - Overall 18 Satisfaction - Expectations 19 Satisfaction - Ideal	What is your overall satisfaction with this site? How well does this site meet your expectations ? How does this site compare to your idea of an ideal website ?
2 Content - Quality	Please rate the quality of information on this site.		
3 Content - Freshness	Please rate the freshness of content on this site.		
	Functionality (1=Poor, 10=Excellent, Don't Know)		
4 Functionality - Usefulness	Please rate the usefulness of the services provided on this site.		
5 Functionality - Convenient	Please rate the convenient placement of the services on this site.		
6 Functionality - Variety	Please rate the variety of services on this site.		
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		
7 Look and Feel - Appeal	Please rate the visual appeal of this site.		
8 Look and Feel - Balance	Please rate the balance of graphics and text on this site.		
9 Look and Feel - Readability	Please rate the readability of the pages on this site.		
	Navigation (1=Poor, 10=Excellent, Don't Know)		
10 Navigation - Organized	Please rate how well the site is organized .		
11 Navigation - Options	Please rate the options available for navigating this site.		
12 Navigation - Layout	Please rate how well the site layout helps you find what you are looking for .		
13 Navigation - Clicks	Please rate the number of clicks to get where you want on this site.		
	Site Performance (1=Poor, 10=Excellent, Don't Know)		
14 Site Performance - Loading	Please rate how quickly pages load on this site.		
15 Site Performance - Consistency	Please rate the consistency of speed from page to page on this site.		
16 Site Performance - Errors	Please rate the ability to load pages without getting error messages on this site.		



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underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
MAC0470			What best describes your primary role in visiting Research.gov today? (If more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	Researcher/Faculty or Principal Investigator (PI) Sponsored Projects Office (SPO) Authorized Organizational Representative (AOR) Research Administration Financial Functions User NSF Staff General public Government representative or employee Student Other		Y	Radio button, one-up vertical	OPS Group	Role
MAC0471		A	Other role		A	N	Text area, no char limit	OPS Group	Other Role
MAC0473			How frequently do you visit Research.gov?	First time Daily Weekly Monthly		Y	Radio button, one-up vertical		Frequency

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MAC0475		A	Other purpose			N	Text field, <100 char	OPS Group	Other Purpose
MAC0476			Were you able to accomplish what you came to the site to do?	Yes Partially Just browsing No	A, B A, B	Y	Radio button, one-up vertical	Skip Logic Group	Find info
MAC0477		A	What were you unable to accomplish?			N	Text area, no char limit	Skip Logic Group	Other Looking for
MAC0478		B	Since you were not able to accomplish everything you came to the site for, what will you do next?	Nothing, although I did not find/complete what I wanted Call NSF Email Research.gov Use Research.gov's Live Chat Return to Research.gov web site later and try again Ask a colleague Other	C	Y	Radio button, one-up vertical	Skip Logic Group	Do next
MAC0479		C	What else will you do next?			N	Text area, no char limit	Skip Logic Group	Do Next Other
STE0095168			How would you describe your experience navigating Research.gov?	Navigation easily directed me where I needed to go Navigation got me to where I needed to go after a few additional clicks Navigation was extremely difficult, but I eventually got to the right place I had to rely on search to locate what I needed I was not successful in getting to the right place Other	B, C B, C B, C B, C A	Y	Radio button, one-up vertical	Skip Logic Group	Nav Experience
STE0095133		A	How else would you describe your navigation experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Experience
STE0095134		B	What difficulties did you experience? (Please check all that apply)	The site's global navigation was difficult (e.g., navigating to a service) Navigation within a specific service was difficult (e.g., navigating within ACM\$, Project Reports) Links often did not take me where I expected Navigation link labels were unclear Too many links / navigation options to choose from I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information Navigation was organized in an unexpected way Other	E D	Y	Checkbox, one-up vertical	Skip Logic Group	Nav Difficulties
STE0095135		D	What other difficulties did you experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Difficulties
STE0095169		C	Please describe the details of any navigation difficulties you experienced.			N	Text area, no char limit	Skip Logic Group	OE_Nav Diff Pages

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UNG0120642		E	Please briefly describe, 1) where on the site you experienced technical difficulties and, 2) what type of technical difficulties you experienced.			N	Text area, no char limit	Skip Logic Group	OE_Nav Diff Tech details
STE0095136			Did you try to log in to Research.gov today?	Yes, using my NSF ID	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Login Tried
				Yes, using my organization credentials (InCommon)	A, B				
				No					
STE0095170		A	How would you describe your Research.gov login experience today?	I logged in successfully the first time I tried	C	Y	Radio button, one-up vertical	Skip Logic Group	Login Success
				I logged in successfully but I had to reset my password					
				I logged in successfully after more than one try					
				I was unable to log in					
JIB0147436		C	Did you try to reset your password today?	Yes, successfully	D D	Y	Radio button, one-up vertical	Skip Logic Group	Login Password Reset
				Yes, but I had to contact NSF for help					
				Yes, but I was not successful					
				No, I did not try					
JIB0147437		D	Please describe any trouble you encountered resetting your password.			N	Text area, no char limit	Skip Logic Group	OE_Login Password Reset
STE0095171		B	Please describe any areas of confusion you experienced while attempting to log in.			N	Text area, no char limit	Skip Logic Group	OE_Login Exper
MAC0480			Which Research.gov services did you access today? (Please check all that apply)	Project Reports		Y	Checkbox, one-up vertical	Skip Logic Group	Services
				Deposit or Manage Publications (NSF Public Access Repository (NSF-PAR))					
				Award Cash Management Service					
				Research Spending & Results					
				Application Submission Web Services					
				Proposal Status					
				Notification & Requests					
				User Management					
				Submit Image/Video					
				Other					
MAC0481			Which other Research.gov services did you access today?			N	Text area, no char limit	Skip Logic Group	Other Service
STE0095137			What one improvement would be most important for you to have on Research.gov?			N	Text area, no char limit		One Improvement
MAC0482			Please share any additional feedback on Research.gov.			N	Text area, no char limit		Feedback

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MAC0471		A	Other role		A	N	Text area, no char limit	OPS Group	Other Role
MAC0473			How frequently do you visit Research.gov?	First time Daily Weekly Monthly		Y	Radio button, one-up vertical		Frequency

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MAC0474			What is your purpose in visiting Research.gov today? (Please check all that apply)	Less than once a month Create, edit and submit project reports for my NSF awards Deposit or manage publications (NSF Public Access Repository (NSF-PAR)) Perform cash management and financial functions for my NSF awards Create and submit notifications and requests Check proposal status Add users and/or manage roles Find information about federally funded research Submit images or videos Other	A	Y	Checkbox, one-up vertical	OPS Group	Purpose
MAC0475		A	Other purpose			N	Text field, <100 char	OPS Group	Other Purpose
MAC0476			Were you able to accomplish what you came to the site to do?	Yes Partially Just browsing No	A, B A, B	Y	Radio button, one-up vertical	Skip Logic Group	Find info
MAC0477		A	What were you unable to accomplish?			N	Text area, no char limit	Skip Logic Group	Other Looking for
MAC0478		B	Since you were not able to accomplish everything you came to the site for, what will you do next?	Nothing, although I did not find/complete what I wanted Call NSF Email Research.gov Use Research.gov's Live Chat Return to Research.gov web site later and try again Ask a colleague Other	C	Y	Radio button, one-up vertical	Skip Logic Group	Do next
MAC0479		C	What else will you do next?			N	Text area, no char limit	Skip Logic Group	Do Next Other
STE0095168			How would you describe your experience navigating Research.gov?	Navigation easily directed me where I needed to go Navigation got me to where I needed to go after a few additional clicks Navigation was extremely difficult, but I eventually got to the right place I had to rely on search to locate what I needed I was not successful in getting to the right place Other	B, C B, C B, C B, C A	Y	Radio button, one-up vertical	Skip Logic Group	Nav Experience
STE0095133		A	How else would you describe your navigation experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Experience
STE0095134		B	What difficulties did you experience? (Please check all that apply)	The site's global navigation was difficult (e.g., navigating to a service) Navigation within a specific service was difficult (e.g., navigating within ACM\$, Project Reports) Links often did not take me where I expected Navigation link labels were unclear Too many links / navigation options to choose from I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information Navigation was organized in an unexpected way Other	E D	Y	Checkbox, one-up vertical	Skip Logic Group	Nav Difficulties
STE0095135		D	What other difficulties did you experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Difficulties
STE0095169		C	Please describe the details of any navigation difficulties you experienced.			N	Text area, no char limit	Skip Logic Group	OE_Nav Diff Pages

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UNG0120642		E	Please briefly describe, 1) where on the site you experienced technical difficulties and, 2) what type of technical difficulties you experienced.			N	Text area, no char limit	Skip Logic Group	OE_Nav Diff Tech details
STE0095136			Did you try to log in to Research.gov today?	Yes, using my NSF ID	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Login Tried
				Yes, using my organization credentials (InCommon) No	A, B				
STE0095170		A	How would you describe your Research.gov login experience today?	I logged in successfully the first time I tried	C	Y	Radio button, one-up vertical	Skip Logic Group	Login Success
				I logged in successfully but I had to reset my password					
				I logged in successfully after more than one try I was unable to log in					
		C	Did you try to reset your password today?	Yes, successfully	D D	Y	Radio button, one-up vertical	Skip Logic Group	Login Password Reset
				Yes, but I had to contact NSF for help					
				Yes, but I was not successful					
				No, I did not try					
		D	Please describe any trouble you encountered resetting your password.			N	Text area, no char limit	Skip Logic Group	OE_Login Password Reset
STE0095171		B	Please describe any areas of confusion you experienced while attempting to log in.			N	Text area, no char limit	Skip Logic Group	OE_Login Exper
MAC0480			Which Research.gov services did you access today? (Please check all that apply)	Project Reports		Y	Checkbox, one-up vertical	Skip Logic Group	Services
				Deposit or Manage Publications (NSF Public Access Repository (NSF-PAR))					
				Award Cash Management Service					
				Research Spending & Results					
				Application Submission Web Services					
				Proposal Status					
				Notification & Requests					
				User Management					
				Submit Image/Video					
				Other					
MAC0481			Which other Research.gov services did you access today?			N	Text area, no char limit	Skip Logic Group	Other Service
STE0095137			What one improvement would be most important for you to have on Research.gov?			N	Text area, no char limit		One Improvement
MAC0482			Please share any additional feedback on Research.gov.			N	Text area, no char limit		Feedback

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MAC0470			What best describes your primary role in visiting Research.gov today? (If more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	Researcher/Faculty or Principal Investigator (PI) Sponsored Projects Office (SPO) Authorized Organizational Representative (AOR) Research Administration Financial Functions User NSF Staff General public Government representative or employee Student Other	A	Y	Radio button, one-up vertical	OPS Group	Role
MAC0471		A	Other role			N	Text area, no char limit	OPS Group	Other Role
MAC0473			How frequently do you visit Research.gov?	First time Daily Weekly Monthly		Y	Radio button, one-up vertical		Frequency

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MAC0474			What is your purpose in visiting Research.gov today? (Please check all that apply)	Less than once a month Create, edit and submit project reports for my NSF awards Deposit or manage publications (NSF Public Access Repository (NSF-PAR)) Perform cash management and financial functions for my NSF awards Create and submit notifications and requests Check proposal status Add users and/or manage roles Find information about federally funded research Submit images or videos Other	A	Y	Checkbox, one-up vertical	OPS Group	Purpose
MAC0475		A	Other purpose			N	Text field, <100 char	OPS Group	Other Purpose
MAC0476			Were you able to accomplish what you came to the site to do?	Yes Partially Just browsing No	A, B A, B	Y	Radio button, one-up vertical	Skip Logic Group	Find info
MAC0477		A	What were you unable to accomplish?			N	Text area, no char limit	Skip Logic Group	Other Looking for
MAC0478		B	Since you were not able to accomplish everything you came to the site for, what will you do next?	Nothing, although I did not find/complete what I wanted Call NSF Email Research.gov Use Research.gov's Live Chat Return to Research.gov web site later and try again Ask a colleague Other	C	Y	Radio button, one-up vertical	Skip Logic Group	Do next
MAC0479		C	What else will you do next?			N	Text area, no char limit	Skip Logic Group	Do Next Other
STE0095168			How would you describe your experience navigating Research.gov?	Navigation easily directed me where I needed to go Navigation got me to where I needed to go after a few additional clicks Navigation was extremely difficult, but I eventually got to the right place I had to rely on search to locate what I needed I was not successful in getting to the right place Other	B, C B, C B, C B, C A	Y	Radio button, one-up vertical	Skip Logic Group	Nav Experience
STE0095133		A	How else would you describe your navigation experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Experience
STE0095134		B	What difficulties did you experience? (Please check all that apply)	The site's global navigation was difficult (e.g., navigating to a service) Navigation within a specific service was difficult (e.g., navigating within ACM\$, Project Reports) Links often did not take me where I expected Navigation link labels were unclear Too many links / navigation options to choose from I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information Navigation was organized in an unexpected way Other	E D	Y	Checkbox, one-up vertical	Skip Logic Group	Nav Difficulties
STE0095135		D	What other difficulties did you experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Difficulties
STE0095169		C	Please describe the details of any navigation difficulties you experienced.			N	Text area, no char limit	Skip Logic Group	OE_Nav Diff Pages

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STE0095170		A	How would you describe your Research.gov login experience today?	I logged on successfully the first time I tried I logged on successfully after more than one try I was unable to log in		Y	Radio button, one-up vertical	Skip Logic Group	Login Success
STE0095171		B	Please describe any areas of confusion you experienced while attempting to log in.			N	Text area, no char limit	Skip Logic Group	OE_Login Exper
MAC0480			Which Research.gov services did you access today? (Please check all that apply)	Project Reports Deposit or Manage Publications (NSF Public Access Repository (NSF-PAR)) Award Cash Management Service Research Spending & Results Application Submission Web Services Proposal Status Notification & Requests User Management Submit Image/Video Other		Y	Checkbox, one-up vertical	Skip Logic Group	Services
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MAC0476			Did you find what you were looking for?	Yes Partially I wasn't looking for anything in particular No		Y	Radio button, one-up vertical	Skip Logic Group	Find info
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STE0095171		B	Please describe any areas of confusion you experienced while attempting to log in.			N	Text area, no char limit	Skip Logic Group	OE_Login Exper
MAC0480			Which Research.gov services did you access today? (Please check all that apply)	Project Reports Deposit or Manage Publications (NSF Public Access Repository (NSF-PAR)) Award Cash Management Service Research Spending & Results Application Submission Web Services Proposal Status Notification & Requests User Management Submit Image/Video Other		Y	Checkbox, one-up vertical	Skip Logic Group	Services
MAC0481			Which other Research.gov services did you access today?			N	Text area, no char limit	Skip Logic Group	Other Service
STE0095137			What one improvement would be most important for you to have on Research.gov?			N	Text area, no char limit		One Improvement
MAC0482			Please share any additional feedback on Research.gov:			N	Text area, no char limit		Feedback

Model Instance Name:
 Research.gov Satisfaction Survey V2
 MID: g85V1RQk0AwlxRNRdkw5pA4C
 Date:

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 pink: ADDITION
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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
MAC0470			What best describes your primary role in visiting Research.gov today? (If more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	Researcher/Faculty or Principal Investigator (PI) Sponsored Projects Office (SPO) Authorized Organizational Representative (AOR) Research Administration Financial Functions User NSF Staff General public Government representative or employee Student Other		Y	Radio button, one-up vertical	OPS Group	Role
MAC0471		A	Other role		A	N	Text area, no char limit	OPS Group	Other Role
MAC0473			How frequently do you visit Research.gov?	First time Daily Weekly Monthly		Y	Radio button, one-up vertical		Frequency

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
MAC0474			What is your purpose in visiting Research.gov today? (Please check all that apply)	Less than once a month Create, edit and submit project reports for my NSF awards Perform cash management and financial functions for my NSF awards Create and submit notifications and requests Check proposal status Add users and/or manage roles Find information about federally funded research Submit images or videos Other	A	Y	Checkbox, one-up vertical	OPS Group	Purpose
MAC0475		A	Other purpose			N	Text field, <100 char	OPS Group	Other Purpose
MAC0476			Did you find what you were looking for?	Yes Partially I wasn't looking for anything in particular No	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Find info
MAC0477		A	What were you unable to find?		A, B	N	Text area, no char limit	Skip Logic Group	Other Looking for
MAC0478		B	Since you did not find everything you were looking for, what will you do next?	Nothing, although I did not find/complete what I wanted Call NSF Email Research.gov Use Research.gov's Live Chat Return to Research.gov web site later and try again Ask a colleague Other	C	Y	Radio button, one-up vertical	Skip Logic Group	Do next
MAC0479		C	What else will you do next?			N	Text area, no char limit	Skip Logic Group	Do Next Other
STE0095168			How would you describe your experience navigating Research.gov?	Navigation easily directed me where I needed to go Navigation got me to where I needed to go after a few additional clicks Navigation was extremely difficult, but I eventually got to the right place I had to rely on search to locate what I needed I was not successful in getting to the right place Other	B, C B, C B, C B, C A	Y	Radio button, one-up vertical	Skip Logic Group	Nav Experience
STE0095133		A	How else would you describe your navigation experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Experience
STE0095134		B	What difficulties did you experience? (Please check all that apply)	The site's global navigation was difficult (e.g., navigating to a service) Navigation within a specific service was difficult (e.g., navigating within ACMS, Project Reports) Links often did not take me where I expected Navigation link labels were unclear Too many links / navigation options to choose from I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information Navigation was organized in an unexpected way Other	D	Y	Checkbox, one-up vertical	Skip Logic Group	Nav Difficulties
STE0095135		D	What other difficulties did you experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Difficulties
STE0095169		C	Please describe the details of any navigation difficulties you experienced.			N	Text area, no char limit	Skip Logic Group	OE_Nav Diff Pages
STE0095136			Did you try to log in to Research.gov today?	Yes, using my NSF ID Yes, using my organization credentials (InCommon)	A, B A, B	Y	Radio button, one-up vertical	Skip Logic Group	Login Tried

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
				No					
STE0095170		A	How would you describe your Research.gov login experience today?	I logged on successfully the first time I tried I logged on successfully after more than one try I was unable to log in		Y	Radio button, one-up vertical	Skip Logic Group	Login Success
STE0095171		B	Please describe any areas of confusion you experienced while attempting to log in.			N	Text area, no char limit	Skip Logic Group	OE_Login Exper
MAC0480			Which Research.gov services did you access today? (Please check all that apply)	Project Reports Award Cash Management Service Research Spending & Results Application Submission Web Services Proposal Status Notification & Requests User Management Submit Image/Video Other		Y	Checkbox, one-up vertical	Skip Logic Group	Services
MAC0481			Which other Research.gov services did you access today?			N	Text area, no char limit	Skip Logic Group	Other Service
STE0095137			What one improvement would be most important for you to have on Research.gov?			N	Text area, no char limit		One Improvement
MAC0482			Please share any additional feedback on Research.gov:			N	Text area, no char limit		Feedback

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
MAC0470			What best describes your primary role in visiting Research.gov today? (If more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	Researcher/Faculty or Principal Investigator (PI) Sponsored Projects Office (SPO) Authorized Organizational Representative (AOR) Research Administration Financial Functions User NSF Staff General public Government representative or employee Student Other		Y	Radio button	OPS Group	Role
MAC0471		A	Other role		A	N	Text area, no char limit	OPS Group	Other Role
MAC0473			How frequently do you visit Research.gov ?	First time Daily Weekly Monthly		Y	Radio button, one-up vertical		Frequency

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
MAC0474			What is your purpose in visiting Research.gov today? (Please check all that apply)	Less than once a month Create, edit and submit project reports for my NSF awards Perform cash management and financial functions for my NSF awards Create and submit notifications and requests Check proposal status Add users and/or manage roles Find information about federally funded research Submit images or videos Other	A	Y	Checkbox, one-up vertical	OPS Group	Purpose
MAC0475		A	Other purpose			N	Text field, <100 char	OPS Group	Other Purpose
MAC0476			Did you find what you were looking for?	Yes Partially I wasn't looking for anything in particular No	A, B A, B	Y	Radio button, one-up vertical	Skip Logic Group	Find info
MAC0477		A	What were you unable to find?			N	Text area, no char limit	Skip Logic Group	Other Looking for
MAC0478		B	Since you did not find everything you were looking for, what will you do next?	Nothing, although I did not find/complete what I wanted Call NSF or email Research.gov Return to Research.gov web site later and try again Ask a colleague Other	C	Y	Radio button, one-up vertical	Skip Logic Group	Do next
MAC0479		C	What else will you do next?			N	Text area, no char limit	Skip Logic Group	Do-Next-Other
			How would you describe your experience navigating Research.gov?	Navigation easily directed me where I needed to go Navigation got me to where I needed to go after a few additional clicks Navigation was extremely difficult, but I eventually got to the right place I had to rely on search to locate what I needed I was not successful in getting to the right place Other	B, C B, C B, C B, C A	Y	Radio button, one-up vertical	Skip Logic Group	Nav Experience
		A	How else would you describe your navigation experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Experience
		B	What difficulties did you experience? (select all that apply)	The site's global navigation was difficult (e.g. navigating to a service) Navigation within a specific service was difficult (e.g. navigating within ACMS, Project Reports, etc.) Links often did not take me where I expected Navigation link labels were unclear Too many links / navigation options to choose from I had technical difficulties (error messages, broken links, etc.) I could not navigate back to previous information Navigation was organized in an unexpected way Other	D	Y	Checkbox, one-up vertical	Skip Logic Group	Nav Difficulties
		C	Please describe the details of any navigation difficulties you experienced.			N	Text area, no char limit	Skip Logic Group	OE_Nav Diff Pages
		D	What other difficulties did you experience?			N	Text area, no char limit	Skip Logic Group	OE_Nav Difficulties
			Did you try to log in to Research.gov today?	Yes, using my NSF ID	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Login Tried

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
				Yes, using my organization credentials (InCommon) No	A, B				
		A	How would you describe your Research.gov login experience today?	I logged on successfully the first time I tried I logged on successfully after more than one try I was unable to log in		Y	Radio button, one-up vertical	Skip Logic Group	Login Success
		B	Please describe any areas of confusion you experienced while attempting to log in.			N	Text area, no char limit	Skip Logic Group	OE_Login Exper
MAC0480			Which Research.gov services did you access today? (Please check all that apply)	Project Reports Award Cash Management Service Research Spending & Results Application Submission Web Services Proposal Status Notification & Requests User Management Submit Image/Video Other		Y	Checkbox, one-up vertical	Skip Logic Group	Services
MAC0481			Which other Research.gov services did you access today?			N	Text area, no char limit	Skip Logic Group	Other Service
			What one improvement would be most important for you to have on Research.gov?			N	Text area, no char limit		One Improvement
MAC0482			Please share any additional feedback on Research.gov:			N	Text area, no char limit		Feedback

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
MAC0470			What best describes your primary role in visiting Research.gov today? (If more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	Researcher/Faculty or Principal Investigator (PI) Non-faculty institution staff Sponsored Projects Office (SPO) Authorized Organizational Representative (AOR) Research Administration Financial Functions User NSF Staff General public Government representative or employee Student Other	A	Y	Radio button	OPS Group	Role
MAC0471		A	Other role			N	Text area, no char limit	OPS Group	Other Role
MAC0471			Are you affiliated with a Research organization?	Yes No		Y	Radio button, one-up vertical		Research Affiliation
MAC0473			How frequently do you visit this site?	First time Daily Weekly Monthly		Y	Radio button, one-up vertical		Frequency

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
MAC0474			What is your purpose in visiting Research.gov today? (Please check all that apply)	Less than once a month		Y	Checkbox, one-up vertical	OPS Group	Purpose
		Submit project reports for my NSF awards							
		Perform cash management and financial functions for my NSF awards							
		Create and submit notifications and requests							
		Check proposal status							
		Find information about specific research and education projects							
		Add users and/or manage their roles							
		Find information about federally funded research - how federal research dollars are being spent, what research is being performed, and how the outcomes of research are benefiting society							
		Submit images or videos							
		Communicate changes in the scope, time, staff or budget of an NSF-funded project							
		Other							
MAC0475		A	Other purpose		A	N	Text field, <100 char	OPS Group	Other Purpose
MAC0476			Did you find what you were looking for?	Yes	A, B	Y	Radio button, one-up vertical	Skip Logic Group	Find info
		Partially							
		I wasn't looking for anything in particular							
			No	A, B					
MAC0477		A	What were you unable to find?			N	Text area, no char limit	Skip Logic Group	Other Looking for
MAC0478		B	Since you did not find everything you were looking for, what will you do next?	Nothing, although I did not find/complete what I wanted	C	Y	Radio button, one-up vertical	Skip Logic Group	Do next
		Call NSF or email Research.gov							
		Return to Research.gov web site later and try again							
		Ask a colleague							
			Other						
MAC0479		C	What else will you do next?			N	Text area, no char limit	Skip Logic Group	Do Next Other
MAC0480			Which Research.gov services did you access today? (Please check all that apply)	Project Reports		Y	Checkbox, one-up vertical	Skip Logic Group	Services
		Award Cash Management Service							
		Research Spending & Results							
		Application Submission Web Services							
		Proposal Status							
		Notification & Requests							
		User Management							
		Submit Image/Video							
		Other							
MAC0481			Other service Which other Research.gov services did you access today?			N	Text area, no char limit	Skip Logic Group	Other Service
MAC0482			Please share any additional feedback on Research.gov:			N	Text area, no char limit		Feedback

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		What best describes your primary role in visiting Research.gov today? (if more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	Researcher/Faculty or Principal Investigator (PI) Non-faculty institution staff NSF Staff General public Government representative or employee Student Other (please specify) :-	A	Radio button, one-up vertical	Single	Y	OPS Group	Role
	A	Other role						OPS Group	Other Role
		Are you affiliated with a Research organization?	Yes No		Radio button, one-up vertical	Single			Research Affiliation
		How frequently do you visit this site?	First time Daily Weekly Monthly		Radio button, one-up vertical	Single			Frequency

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
		What is your purpose in visiting Research.gov today? Check all that apply.	Less than once a month Submit project reports for my NSF awards Perform financial functions for my NSF awards Check proposal status Find information about specific research and education projects Add users and/or manage their roles Find information about federally funded research - how federal research dollars are being spent, what research is being performed, and how the outcomes of research are benefiting society Submit images or videos Communicate changes in the scope, time, staff or budget of an NSF-funded project Other, please specify	A	Checkbox, one-up vertical	Multi		OPS Group	Purpose
	A	Other purpose			Text field, <100 char			OPS Group	Other Purpose
		Did you find what you were looking for?	Yes Partially I wasn't looking for anything in particular No, I was looking for:	A, B A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Find info
	A	What were you unable to find?			Text area, no char limit			Skip Logic Group	Other Looking for
	B	Since you did not find everything you were looking for, what will you do next?	Nothing, although I did not find/complete what I wanted Call NSF or email Research.gov Return to Research.gov web site later and try again Ask a colleague Other, please specify	C	Radio button, one-up vertical	Single		Skip Logic Group	Do next
	C	What else will you do next?			Text area, no char limit			Skip Logic Group	Do Next Other
		Which Research.gov services did you access today? (Please check all that apply)	Project Reports Award Cash Management Service Research Spending & Results Application Submission Web Services Pilot Grants Application Proposal Status Notification & Requests User Management Submit Image/Video Research Headlines Policy Library Institution and User Management SEE Innovation Other, please specify		Checkbox, one-up vertical	Multi	Y		Services
		Other service			Text area, no char limit				Other Service
		Please share any additional feedback on Research.gov.			Text area, no char limit				Feedback

Model Instance Name:
 Research.gov Satisfaction Survey V2
 MID: g85V1RQk0AwlxRNRdkw5pA4C
 Date: 3/1/2008

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED06967		What best describes your primary role in visiting Research.gov today? (if more than one apply to you, choose the one that best describes you in terms of why you came to the Research.gov site today)	Researcher/Faculty or Principal Investigator (PI) Non-faculty institution staff Congressional staff NSF Staff Educator- Federal government employee General public Institution administrator Researcher/Faculty Sponsored Project Administrator State or local government representative or employee Student Other (please specify):		Radio button, one-up vertical	Single	Y	OPS Group	Role
AED06968	A	Other role		A				OPS Group	Other Role
AED06969		Which of the following are you affiliated with?	Not affiliated with a research organization or institution University that grants PhDs (please specify which one): University that does not grant PhDs (please specify which one): Corporation or other business organization (please specify which one): Non-profit organization (please specify which one):	A B C D	Radio button, one-up vertical	Single	Y	Skip Logic Group	Affiliation
AED06970	A	Which university that grants PhDs are you affiliated with?			Text area, no char limit			Skip Logic Group	University with Grant
AED06971	B	Which university that does not grant PhDs are you affiliated with?			Text area, no char limit			Skip Logic Group	University without Grant
AED06972	C	Which corporation or other business organization are you affiliated with?			Text area, no char limit			Skip Logic Group	Bus-Org
AED06973	D	Which non-profit organization are you affiliated with?			Text area, no char limit			Skip Logic Group	Non-Profit
		Are you affiliated with a Research organization?	Yes No		Radio button, one-up vertical	Single			Research Affiliation
AED06974		Have you submitted a proposal to the federal government in the past three years?	Yes No		Radio button, one-up vertical	Single			Submit proposal
AED06975		Do you currently hold a federal award?	Yes No		Radio button, one-up vertical	Single			Federal award
AED06976		How frequently do you visit this site?	First time Daily Weekly Monthly		Radio button, one-up vertical	Single			Frequency

Model Instance Name:
 Research.gov Satisfaction Survey V2
 MID: g85V1RQk0AwlxRNRdkw5pA4C
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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED06977		What is your purpose in visiting Research.gov today? Check all that apply.	Less than once a month Find general research information Submit project reports for my NSF awards Perform financial functions for my NSF awards Search for grant awards Check proposal status Submit financial reports Submit project reports Find information about the outcomes of NSF-funded research and education projects Other, please specify	A	Checkbox, one-up vertical	Multi		OPS Group	Purpose
AED06978	A	Other purpose			Text field, <100 char			OPS Group	Other Purpose
AED06979		Did you find what you were looking for?	Yes I wasn't looking for anything in particular No, I was looking for:	A, B	Radio button, one-up vertical	Single	Y	Skip Logic Group	Find info
AED06980	A	What were you looking for?			Text area, no char limit			Skip Logic Group	Other Looking for
AED06981	B	If you did not find what you were looking for, what will you do next?	Nothing, although I did not find/complete what I wanted Call NSF or email Research.gov Call or email NSF Return to Research.gov web site later and try again Ask a colleague Other, please specify	C	Radio button, one-up vertical	Single		Skip Logic Group	Do next
AED06982	C	What else will you do next?			Text area, no char limit			Skip Logic Group	Do Next Other
AED06983		Does using Research.gov save you time in your daily work?-	Yes- No	A	Radio button, one-up vertical	Single	Y	Skip Logic Group	Save Time
AED06984	A	How much time does Research.gov save you in your work (e.g., vs. manual options)?	Less than 2 hours 2-3 hours 4-5 hours 6 or more hours		Radio button, one-up vertical	Single	Y	Skip Logic Group	Amount of Time
AED06985		Which Research.gov services did you access today? (Please check all that apply)	Research Spending and Results Policy Library Research Headlines Grants Application Status Federal Financial Report Institution and User Management Project Outcomes Report InCommon Pilot SEE Innovation Application Submission Web Services Pilot Project Reports Award Cash Management Service Research Spending & Results Application Submission Web Services Pilot Grants Application Status Research Headlines Policy Library Institution and User Management SEE Innovation Other, please specify		Checkbox, one-up vertical	Multi	Y		Services
AED06986		Other service			Text area, no char limit				Other Service

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED06987		How did you hear about Research.gov?	Colleague Outreach event, please specify: Grantee association (e.g., NCURA, SRA, etc.); please specify: Federal agency, please specify: Website, please specify:- Other, please specify	A B C D E	Checkbox, one-up-vertical	Multi	Y	Skip Logic Group	How hear
AED06988	A	At which outreach event did you hear about Research.gov?			Text area, no char limit			Skip Logic Group	Outreach
AED06989	B	At which grantee association did you hear about Research.gov?			Text area, no char limit			Skip Logic Group	Grantee
AED06990	C	From which federal agency did you hear about Research.gov?			Text area, no char limit			Skip Logic Group	Federal Agency
AED06991	D	From which web site did you hear about Research.gov?			Text area, no char limit			Skip Logic Group	Website
AED06992	E	How else did you hear about Research.gov?			Text area, no char limit			Skip Logic Group	Other Hear About
AED06993		What did you like about the site?			Text area, no char limit				What like
AED06994		If you could identify one improvement to the Research.gov site, what would that improvement be?			Text area, no char limit				Improvements
AED06995		What agencies do you use Research.gov services for?	National Science Foundation National Aeronautics and Space Administration US Department of Agriculture/National Institute of Food and Agriculture		Checkbox, one-up-vertical	Multi			Agencies use
AED06996		What Federal agencies would you like to see Research.gov services for?	National Institutes of Health (NIH)- Department of Defense/Office of Naval Research (ONR)- Department of Defense/Army Medical Research and Materiel Command (AMRMC)- Department of Defense/Air Force Office of Scientific Research (AFOSR)- Department of Defense/DARPA- Department of Energy (DOE)- Environmental Protection Agency (EPA)- Department of Interior/US Geological Survey (USGS)- Department of Commerce (DOC)/National Oceanic and Atmospheric Administration (NOAA)- Other, please specify:	B C D E F G H I J K A, L	Checkbox, one-up-vertical	Multi		Skip Logic Group	Agencies like
AED06997	A	What other agency would you like to see Research.gov services for?			Text area, no char limit			Skip Logic Group	Other Agency Name
AED06998	B	What services would you like to see for the National Institutes of Health (NIH)?			Text area, no char limit			Skip Logic Group	NIH
AED06999	C	What services would you like to see for the Department of Defense/Office of Naval Research (ONR)?			Text area, no char limit			Skip Logic Group	ONR
AED07000	D	What services would you like to see for the Department of Defense/Army Medical Research and Materiel Command (AMRMC)?			Text area, no char limit			Skip Logic Group	AMRMC
AED07001	E	What services would you like to see for the Department of Defense/Air Force Office of Scientific Research (AFOSR)?			Text area, no char limit			Skip Logic Group	DOD AirForce
AED07002	F	What services would you like to see for the Department of Defense/DARPA?			Text area, no char limit			Skip Logic Group	DOD-DARPA
AED07003	G	What services would you like to see for the Department of Energy (DOE)?			Text area, no char limit			Skip Logic Group	DOE
AED07004	H	What services would you like to see for the Environmental Protection Agency (EPA)?			Text area, no char limit			Skip Logic Group	EPA
AED07005	I	What services would you like to see for the Department of Interior/US Geological Survey (USGS)?			Text area, no char limit			Skip Logic Group	USGS
AED07006	J	What services would you like to see for the Department of Commerce (DOC)/National Oceanic and Atmospheric Administration (NOAA)?			Text area, no char limit			Skip Logic Group	DOC-NOA

Model Instance Name:
 Research.gov Satisfaction Survey V2
 MID: g85V1RQk0AwlxRNRdkw5pA4C
 Date: 3/1/2008

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

Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
AED07007	K	What services would you like to see for the Department of Commerce (DOC)/National Institute of Standards and Technology (NIST) ?			Text area, no char limit			Skip Logic Group	DOC-NIST
AED07008	L	What services would you like to see for the other agency ?			Text area, no char limit			Skip Logic Group	Other Agency See
AED06994		Please share any additional feedback on Research.gov:			Text area, no char limit				Feedback

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QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED06977		What is your purpose in visiting Research.gov today? Check all that apply.	Less than once a month Find general research information Search for grant awards Check proposal status Submit financial reports Submit project reports Find information about the outcomes of NSF-funded research and education projects Other, please specify	A	Checkbox, one-up vertical	Multi	
AED06978	A	Other purpose			Text field, <100 char		
AED06979		Did you find what you were looking for?	Yes I wasn't looking for anything in particular No, I was looking for:	A, B	Radio button, one-up vertical	Single	Y
AED06980	A	What were you looking for?			Text area, no char limit		
AED06981	B	If you did not find what you were looking for, what will you do next?	Nothing, although I did not find/complete what I wanted Call or email Research.gov Call or email NSF Return to Research.gov web site later and try again Ask a colleague Other, please specify	C	Radio button, one-up vertical	Single	
AED06982	C	What else will you do next?			Text area, no char limit		
AED06983		Does using Research.gov save you time in your daily work?	Yes No	A	Radio button, one-up vertical	Single	Y
AED06984	A	How much time does Research.gov save you in your work (e.g., vs. manual options)?	Less than 2 hours 2-3 hours 4-5 hours 6 or more hours		Radio button, one-up vertical	Single	Y
AED06985		Which Research.gov services did you access today? (Please check all that apply)	Research Spending and Results Policy Library Research Headlines Grants Application Status Federal Financial Report (Beta) Institution and User Management Project Outcomes Report InCommon Pilot SEE Innovation Application Submission Web Services Pilot Other, please specify		Checkbox, one-up vertical	Multi	Y

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Research.gov Satisfaction Survey V2 CUSTOM QUESTION LIST

QID (Group ID)	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N
AED06986		Other service			Text area, no char limit		
AED06987		How did you hear about Research.gov?	Colleague Outreach event, please specify: Grantee association (e.g., NCURA, SRA, etc.), please specify: Federal agency, please specify: Web site Website, please specify: Other, please specify	A B C D E	Checkbox, one-up vertical	Multi	Y
AED06988	A	At which outreach event did you hear about Research.gov?			Text area, no char limit		
AED06989	B	At which grantee association did you hear about Research.gov?			Text area, no char limit		
AED06990	C	From which federal agency did you hear about Research.gov?			Text area, no char limit		
AED06991	D	From which web site did you hear about Research.gov?			Text area, no char limit		
AED06992	E	How else did you hear about Research.gov?			Text area, no char limit		
AED06993		What did you like about the site?			Text area, no char limit		
AED06994		If you could identify one improvement to the Research.gov site, what would that improvement be?			Text area, no char limit		
AED06995		What agencies do you use Research.gov services for?	National Science Foundation National Aeronautics and Space Administration		Checkbox, one-up vertical	Multi	



**Special
Instructions**

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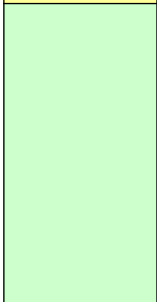
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Special Instructions
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