

## Welcome and Thank You Text

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

## Model Questions

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As discussed during the kick-off call, the model questions are part of the ForeSee methodology. For consistency with the model, these questions are standardized and have been tested and validated. Standardization of model questions allows benchmarking across companies/industries, and these questions are used in calculating scores and impacts.

Focus on the future behaviors; I've started with some that I believe are a good fit but we can certainly make adjustments. These are desired customer outcomes that are impacted by customer satisfaction.

## Custom Questions

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When reviewing the custom questions tab, keep in mind these questions are used for segmentation analysis of the model data. It is suggested that you add, delete or change custom questions over time, as your needs or business objectives change.

### Focus Area #1: Achieving Actionable Data

- Know what changes are being made based on the intelligence
- Change Custom Questions so that stakeholders see a clear "must do"

### Focus Area #2: Aligning Data to Business Strategies

- Update your Custom Questions as business cycles change
- Integrate Executive Level questions to evaluate initiatives

### Focus Area #3: Strategic and Tactical Value

- Influence Board Room Decisions
- Change Operational Approaches
- Mature Your Research

- Why
- Analysis
  - Top-Pri
  - Open-e
  - Shift w
  - Inform
  - Evalua

### **Update Your Custom Questions?**

Discovered new questions to ask  
Key areas influence resource use  
Data for quantifiable recommendations

Seasonal Needs

Re-launch or Re-design

Marketing Initiatives

## 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.

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

Cancel

Submit

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Model Name	Research.gov v3	Red & Strike-Through: Delete	
Model ID		<u>Underlined &amp; Italicized</u> : Re-order	
Partitioned	2MQ	Pink: Addition	
Date	10/10/2017	Blue: Reword	
Model Version	17.2.G		

Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1	<b>Look and Feel - Appeal</b> Please rate the <b>visual appeal</b> of this site.	16	<b>Satisfaction - Overall</b> What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19	<b>Helpful (1=Very Unhelpful, 10=Very Helpful)</b> Please rate how helpful Research.gov is in supporting your research project administrative needs.
2	<b>Look and Feel - Balance</b> Please rate the <b>balance of graphics and text</b> on this site.	17	<b>Satisfaction - Expectations</b> How well does this site <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)		<b>Recommend Site (1=Very Unlikely, 10=Very Likely)</b>
3	<b>Look and Feel - Readability</b> Please rate the <b>readability of the pages</b> on this site.	18	<b>Satisfaction - Ideal</b> How does this site <b>compare to an ideal website</b> ? (1=Not Very Close, 10=Very Close)	20	<b>Recommend Site</b> How likely are you to <b>recommend</b> this site to someone else?
4	<b>Site Performance - Loading</b> Please rate how <b>quickly pages load</b> on this site.				
5	<b>Site Performance - Consistency</b> Please rate the <b>consistency of speed from page to page</b> on this site.				
6	<b>Site Performance - Completeness</b> Please rate how <b>completely the page content loads</b> on this site.				
7	<b>Navigation - Organized</b> Please rate <b>how well this site is organized</b> .				
8	<b>Navigation - Options</b> Please rate the <b>options available for navigating</b> this site.				
9	<b>Navigation - Layout</b> Please rate <b>how well the site layout helps you find what you need</b> .				
10	<b>Site Information - Thoroughness</b> Please rate the <b>thoroughness of information</b> provided on this site.				
11	<b>Site Information - Understandable</b> Please rate how <b>understandable</b> this site's information is.				
12	<b>Site Information - Answers</b> Please rate how well the site's <b>information provides answers to your questions</b> .				
13	<b>Task Process - Time</b> Please rate the <b>time it takes to complete task(s)</b> on this site.				
14	<b>Task Process - Procedures</b> Please rate the <b>procedures</b> to accomplish tasks on this site.				
15	<b>Task Process - Efficiency</b> Please rate the <b>number of steps needed</b> to complete task(s) on this site.				

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

~~red & strike-through~~: DELETE  
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
			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)	A	Y	Radio button, one-up vertical	OPS Group	Role
		Sponsored Projects Office (SPO)							
		Authorized Organizational Representative (AOR)							
		Research Administration							
		Financial Functions User							
		NSF Staff							
		General public							
		Government representative or employee							
		A	Other role			N	Text area, no char limit	OPS Group	Other Role
			How frequently do you visit Research.gov?	First time		Y	Radio button, one-up vertical		Frequency
			Daily						
			Weekly						
			Monthly						

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
				Less than once a month					
			What is your purpose in visiting Research.gov today? (Please check all that apply)	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
		A	Other purpose:			N	Text field, <100 char	OPS Group	Other Purpose
			Were you able to accomplish what you came to the site to do?	Yes Partially No Just Browsing	A, B A, B	Y	Radio button, one-up vertical	Skip Logic Group	Find info
		A	Why were you unable to accomplish what you came to the site to do?			N	Text area, no char limit	Skip Logic Group	Unable to Accomplish
		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
		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 <b>easily directed me</b> 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? (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	E D	Y	Checkbox, one-up vertical	Skip Logic Group	Nav Difficulties
		D	What other difficulties did you experience?			N	Text area, no char limit	Skip Logic Group	OE_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

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		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
			Did you try to log in to Research.gov today?	Yes, using my NSF ID Yes, using my organization credentials (InCommon) No	A, B A, B	Y	Radio button, one-up vertical	Skip Logic Group	Login Tried
		A	How would you describe your Research.gov login experience today?	I logged in successfully the first time I tried I logged in successfully after more than one try I logged in successfully but I had to reset my password I was unable to log in	C C	Y	Radio button, one-up vertical	Skip Logic Group	Login Success
		C	Did you try to reset your password today?	Yes, successfully Yes, but I had to contact NSF for help Yes, but I was not successful No, I did not try	D D	Y	Radio button, one-up vertical	Skip Logic Group	Login Password Reset
		D	Please describe any trouble you encountered resetting your password.			N	Text area, no char limit	Skip Logic Group	OE_Login Password Reset
		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
			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	A	Y	Checkbox, one-up vertical	Skip Logic Group	Services
		A	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
			Please share any additional feedback on Research.gov.			N	Text area, no char limit		Feedback