**OMB Control Number: 0925-0648**

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Public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. **An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB.** Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0648). Do not return the completed form to this address.

**INTERCEPT SURVEY QUESTIONS**

Thank you for agreeing to participate in this short survey. Your feedback will be used to help us provide an even better online experience.

1. What role best defines you?

* Researcher, Scientist or Scientific Support Staff
* Grant Administrator
* Research Trainee or Student
* General Public
* NIH Staff
* Other Federal Government Staff
* Media
* Other (please specify)

1. What was the **primary** reason you came to the site today?

* Overview of grants process
* Funding opportunities
* Forms and deadlines for grants
* Grants policy and guidelines for policy compliance
* Grants award data
* eRA (Electronic Research Administration)
* Information about OER (Office of Extramural Research)
* News and events
* Other (please specify)

1. [Display only if a selection is made in Q2]. How successful were you in achieving this?

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Not at all successful | 1  🔿 | 2  🔿 | 3  🔿 | 4  🔿 | 5  🔿 | 6  🔿 | 7  🔿 | Very successful |

1. [Display only if 1, 2, or 3 is selected in Q3] Please tell us the **main** reason your visit was not as successful as it could have been. [randomize with ‘Other’ anchored]

* Navigation was unclear and/or site organization was confusing
* Could not find what I was looking for
* Search feature was not helpful
* Labeling/terminology was unclear
* Unappealing website design
* Speed of website unsatisfactory
* Technical difficulties or errors
* Other (please specify)

1. [Display only if ‘Could not find what I wanted’ is selected in Q4] Please specify what it was you were looking for.
2. [Display only if ‘Could not find what I wanted’ is selected in Q4] And, which of the following best describes why you didn’t find that information?

* I was not sure where to look on the site
* Information I found did not meet my expectations
* It was taking too long to find what I was seeking
* Not sure the information I want is even on the website
* Other (please specify)

1. [Display only if ‘Search was not helpful’ is selected in Q4] Which of the following best describes your dissatisfaction with the search feature?

* Couldn’t filter on my search results the way I wanted to
* Search results were unrelated to my request
* Not enough search results
* Too many search results
* Other (please specify)

1. About how often do you visit this site?
   * This is my first time
   * Daily
   * Weekly
   * Monthly
   * Less than once a month
2. If you could improve or change one thing about this site, what would it be?

**SURVEY TERMINATION**

Thank you for your feedback about the NIH Grants site. Your feedback is very valuable and will continue to help us to improve our online services for you.

**CONTINUOUS FEEDBACK QUESTIONS**

1. How would you rate your experience on this site?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

1. [Display if 1, 2, or 3 is selected in Q1] Please share why you feel this way.