## NIH NIAID Questionnaire

Final

**Items in bold will not appear to respondent.**

### Pre-Survey

Thank you for visiting our site. You have been randomly chosen to take part in a brief survey to let us know what we are doing well and where we can improve. Please let us know if you are willing to take a few minutes and share your opinions once you are done browsing our site.

### Introduction

Thank you for participating in our survey! Your responses are being collected by CFI Group, an independent third party. Your opinions and feedback will be combined with those of other customers to help the National Institute of Allergy and Infectious Diseases (NIAID) understand how to best serve you.

This survey is authorized by Office of Management and Budget Control No. 1090-0007, which expires September 30, 2021 and your participation is voluntary and anonymous.

**(PN: New screen)**

SC1. Why did you visit the NIAID website today? **(OPEN END)**

1. I need help diagnosing or treating a disease.
2. I am interested in volunteering in medical research.
3. I am working on a class assignment.
4. I am looking for grants funding opportunities.
5. I am a researcher looking for clinical trials information.
6. I am looking for specific research information.
7. Other: (please specify)

SC2. Did you find what you were looking for on this website?

a) Yes (**SKIP to SC3)**

b) No (**GO TO SC2.1)**

SC2.1 What were you looking for that you were unable to find? (**OPEN END) (SKIP TO SC4)**

SC3. How do you plan to use the information you find on this website? **(OPEN END)**

SC4. Please think about your experience with the NIAID website. Using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, please rate the following:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Poor 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Excellent 10 | Don’t Know |
| SC4.1 Ease of finding information |  |  |  |  |  |  |  |  |  |  |  |
| SC4.2 Ease of understanding the information you found on the website |  |  |  |  |  |  |  |  |  |  |  |
| SC4.3 Length of time it took to accomplish your task/find information |  |  |  |  |  |  |  |  |  |  |  |
| SC4.4 Number of clicks it took to accomplish your task/find information |  |  |  |  |  |  |  |  |  |  |  |

### Outcome Measures

OM. On a scale from 1 to 10 where 1 means “Not at All Likely” and 10 means “Very Likely,” please indicate how likely you are to:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Not at All Likely 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Very Likely  10 | Don’t Know |
| OM1. Recommend this website to someone else |  |  |  |  |  |  |  |  |  |  |  |
| OM2. Return to this website |  |  |  |  |  |  |  |  |  |  |  |

**(PN: New screen)**

### Look and Feel / Navigation

LFN. Please think about your experience navigating the NIAID website. Using a scale from 1 to 10 where 1 is “Poor,” and 10 is “Excellent,” please rate the following:

(Select one for each row)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Poor 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Excellent 10 | Don’t Know |
| LF1. Visual appeal of the site |  |  |  |  |  |  |  |  |  |  |  |
| LF2. Balance of text and graphics on the site |  |  |  |  |  |  |  |  |  |  |  |
| LF3. How well the site is organized |  |  |  |  |  |  |  |  |  |  |  |
| LF4. How well the site layout helps you to understand where you are |  |  |  |  |  |  |  |  |  |  |  |

**(PN: New screen)**

### Content / Functionality

CF.Now, please think about your experience with the NIAID website. Using a scale from 1 to 10, where 1 is “Poor” and 10 is “Excellent”, please rate the following:

(Select one for each row)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Poor 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Excellent 10 | Don’t Know |
| CF1. Accuracy of information |  |  |  |  |  |  |  |  |  |  |  |
| CF2. Quality of information |  |  |  |  |  |  |  |  |  |  |  |
| CF3. Usefulness of the features on this website such as search, links, downloads, videos, and more |  |  |  |  |  |  |  |  |  |  |  |
| CF4. Convenience of the features on this website |  |  |  |  |  |  |  |  |  |  |  |

**(PN: New screen)**

### Customer Satisfaction Index (CSI)

CSI1. Now, please consider all your experiences to date with the NIAID website. Please rate the following

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Very Dissatisfied 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Very Satisfied 10 |
| Overall satisfaction with the site |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Falls Short of Your Expectations 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Exceeds Your Expectations 10 |
| How well this site has met your expectations |  |  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Not Very Close to the Ideal  1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | Very Close to the Ideal  10 |
| How this site compares to your idea of an ideal website |  |  |  |  |  |  |  |  |  |  |

### Segmentation Questions

SQ25. Please provide any additional feedback in order for us to continually improve upon your website experience. **(OPEN END)**

### Post-Survey

Thank you for your time. Your feedback is very much appreciated.