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)

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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										

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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.

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