
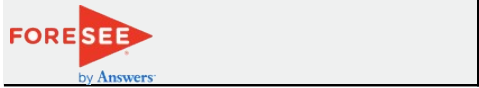


Model Name		U.S. NRC Satisfaction Survey V3		Red & Strike-Through: Delete	
Model ID		o0cFM4JgE05kFhYVVwsIA4C		Underlined & Italicized: Re-order	
Partitioned		NO PARTITIONING		Pink: Addition	
Date		7/1/2016		Blue: Reword	
					
Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1	Look and Feel - Appeal Please rate the visual appeal of this site.	20	Satisfaction - Overall What is your overall satisfaction with this site? (1=Very Dissatisfied, 10=Very Satisfied)	23	Return Return (1=Very Unlikely, 10=Very Likely) How likely are you to return to this site?
2	Look and Feel - Balance Please rate the balance of graphics and text on this site.	21	Satisfaction - Expectations How well does this site meet your expectations? (1=Falls Short, 10=Exceeds)	24	Recommend Recommend (1=Very Unlikely, 10=Very Likely) How likely are you to recommend this site to someone else?
3	Look and Feel - Readability Please rate the readability of the pages on this site.	22	Satisfaction - Ideal How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	25	Trust Trust (1=Strongly Disagree, 10=Strongly Agree) How likely are you to trust the information on this web site.
4	Site Performance - Loading Please rate how quickly pages load on this site.				
5	Site Performance - Consistency Please rate the consistency of speed from page to page on this site.				
6	Site Performance - Completeness Please rate how completely the page content loads on this site.				
7	Navigation - Organized Please rate how well this site is organized.				
8	Navigation - Options Please rate the options available for navigating this site.				
9	Navigation - Layout Please rate how well the site layout helps you find what you need.				
10	Site Information - Thoroughness Please rate the thoroughness of information provided on this site.				
11	Site Information - Understandable Please rate how understandable this site's information is.				
12	Site Information - Answers Please rate how well the site's information provides answers to your questions.				
13	Online Transparency - Discloses Please rate how thoroughly this website discloses information about what the Nuclear Regulatory Commission is doing.				
14	Online Transparency - Quick Please rate how quickly Nuclear Regulatory Commission information is made available on this website.				
15	Online Transparency - Access Please rate how well information about the Nuclear Regulatory Commission's actions can be accessed by the public on this website.				
16	Search - Relevance Please rate the relevance of search results on this site.				
17	Search - Organization Please rate the organization of search results on this site.				
18	Search - Selection Help Please rate how well the search results help you decide what to select.				
19	Search - Narrow Please rate how well the search feature helps you to narrow the results to find what you want.				

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QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type
BAN6799Q001			How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Y	Dropdown (Select-one)
BAN6799Q002			Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee/contractor Other federal employee Nuclear industry Member of the public News media Congress Researcher Consultant Student Teacher Other		Y	Dropdown (Select-one)
BAN6799Q003		A	If you answered "Other" above, what other role best describes you?		A	N	Text area, no char limit
BAN6799Q004			For which of the following reasons did you visit the site today? (Please select all that apply.)	Learn about NRC Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document Other		Y	Checkbox One Up Vertical
BAN6799Q005		A	What is your other primary reason for visiting the site?		A	N	Text area, no char limit
JIB0159058			Did you visit the Reactor Oversight Process (ROP) section of the site today?	Yes, I only or mainly visited the ROP section Yes, I visited the ROP section along with other areas of the site No, I did not visit the ROP section Not sure	A, B A, B	Y	Radio Button One Up Vertical
JIB0159059		A	How useful was the Reactor Oversight Process section?	1 = Not at all useful 2 3 4 Very useful = 5 Don't know		Y	Scale, horizontal, with DK
JIB0159060		B	How could the NRC improve the Reactor Oversight Process section?			N	Text area, no char limit
BAN6799Q006			Did you find what you were looking for?	Yes No Partially	F, C F, C	Y	Radio Button One Up Vertical
BAN6799Q007		F	What were you looking for? Please be brief and specific.			N	Text area, no char limit
BAN6799Q008		C	If you were unable to obtain a specific report/document, which of the following best describes why?	I was not looking for a specific report/document.		N	Radio Button One Up Vertical

			MEASURES WHY.	The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (e.g. File would not open, pages to access document would not load, etc.) Other, please specify:				
BAN6799Q009		G	What other reason were you unable to obtain a specific report/document?			G	N	Text area, no char limit
BAN6799Q010			What source brought you to our site?	Past experience/familiarity with the site Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc. Other government site Site bookmarked Referral Printed materials Media/news story Other			Y	Dropdown (Select-one)
BAN6799Q011		J	What other source brought you to our site?			J	N	Text area, no char limit
BAN6799Q012		L	How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	First time Every 6 months or less About once a month About once a week Daily More than once a day			Y	Dropdown (Select-one)
BAN6799Q013			The NRC website has two different search features. Which search feature(s) did you use during your visit today?	I used the general site search feature I used the ADAMS search feature I used both the general site and ADAMS search features I did not use either Don't recall			Y	Dropdown (Select-one)
BAN6799Q014		K	Please tell us about your experience with the general site search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful			Y	Checkbox, one-up vertical
BAN6799Q015		KK	Please tell us about the search issue you experienced.	MUTUALLY EXCLUSIVE			N	Text area, no char limit
BAN6799Q017		L	Please tell us about your experience with the ADAMS search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful			Y	Checkbox, one-up vertical
BAN6799Q018		LL	Please tell us about the ADAMS search issue you experienced.	MUTUALLY EXCLUSIVE			N	Text area, no char limit
BAN6799Q020			What other information would you like to see on the NRC site? (Please specify)				N	Text area, no char limit
BAN6799Q021			If you could make one improvement to the site, what would it be?	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGs, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other			Y	Dropdown (Select-one)
BAN6799Q022		A	What other improvements would you make to this site?			A	N	Text area, no char limit
BAN6799Q023			Do you have any other comments about our site? (Please specify)				N	Text area, no char limit



Special Instructions	CQ Label
	Visit Frequency
Skip Logic Group Randomize	Role
Anchor Answer Choice	Other role
Skip Logic Group	Reason
Skip Logic Group Randomize	
Anchor Answer Choice	Other Primary Reason
Skip Logic Group	Visited ROP
Skip Logic Group	
Skip Logic Group	ROP Useful
Skip Logic Group	ROP Improvement
Skip Logic Group	Did you find
Skip Logic Group	OE_Unable
Skip Logic Group	Unable Report



Skip Logic Group	Other Unable Report
Skip Logic Group	Source
Skip Logic Group	Other Source
Skip Logic Group	NRC SM Frequency
Skip Logic Group	Search Used
Skip Logic Group	General Search Experience
Skip Logic Group	OE General Search Exp
Skip Logic Group	ADAMS Search Experience
Skip Logic Group	OE ADAMS search issue
	Other info wanted
Skip Logic Group	One Improvement
Skip Logic Group	Other Improvements
	Other comments about site

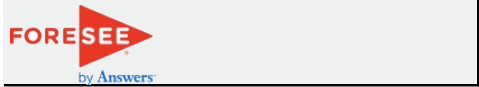


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 Model ID o0cFM4JgE05kFhYVVVwsIA4C
 Partitioned NO PARTITIONING
 Date 7/1/2016

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Underlined & Italicized: Re-order
 Pink: Addition
 Blue: Reword

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type
BAN6799Q001			How frequently do you visit this site?	First time More than once a day Daily About once a week About once a month Every 6 months or less		Y	Dropdown (Select-one)
BAN6799Q002			Which role/affiliation best describes you?	NRC licensee State or local government International regulatory community Public interest group NRC employee/contractor Other federal employee Nuclear industry Member of the public News media Congress Researcher Consultant Student Teacher Other		Y	Dropdown (Select-one)
BAN6799Q003		A	If you answered "Other" above, what other role best describes you?		A	N	Text area, no char limit
BAN6799Q004			For which of the following reasons did you visit the site today? (Please select all that apply.)	Learn about NRC Read event reports Research about nuclear reactors Find information on nuclear materials Research information on radioactive waste Find out about public involvement/meetings Learn about current rulemakings Report a safety concern Learn about emergency preparedness Know about radiation protection Find employment at NRC Contact NRC Get information on license fees Download NRC forms Electronically submit documents News and info Find out what's new on the website Find 10CFR information Research or review current regulatory requirements, regulations and rules Find or download NUREG reports Obtain inspection reports Find a specific document Other		Y	Checkbox One Up Vertical
BAN6799Q005		A	What is your other primary reason for visiting the site?		A	N	Text area, no char limit
			Did you visit the Reactor Oversight Process (ROP) section of the site today?	Yes, I only or mainly visited the ROP section Yes, I visited the ROP section along with other areas of the site No, I did not visit the ROP section Not sure	A, B A, B	Y	Radio Button One Up Vertical
		A	How useful was the Reactor Oversight Process section?	1 = Not at all useful 2 3 4 Very useful = 5 Don't know		Y	Scale, horizontal, with DK
		B	How could the NRC improve the Reactor Oversight Process section?			N	Text area, no char limit
BAN6799Q006			Did you find what you were looking for?	Yes No Partially	F, C F, C	Y	Radio Button One Up Vertical
BAN6799Q007		F	What were you looking for? Please be brief and specific.			N	Text area, no char limit
BAN6799Q008		C	If you were unable to obtain a specific report/document, which of the following best describes why?	I was not looking for a specific report/document.		N	Radio Button One Up Vertical

			MEASURES WHY.	The report/document I am looking for is not yet posted on the site (The document is not posted quickly enough) I was not sure where the report/document is located on the site I had a technical issue when trying to access the report/document (e.g. File would not open, pages to access document would not load, etc.) Other, please specify:			
BAN6799Q009		G	What other reason were you unable to obtain a specific report/document?			N	Text area, no char limit
BAN6799Q010			What source brought you to our site?	Past experience/familiarity with the site Search engine NRC Blog, NRC Tweet, NRC YouTube Channel, etc. Other government site Site bookmarked Referral Printed materials Media/news story Other	L J	Y	Dropdown (Select-one)
BAN6799Q011		J	What other source brought you to our site?			N	Text area, no char limit
BAN6799Q012		L	How often do you get information about the Nuclear Regulatory Commission from NRC social media sites?	First time Every 6 months or less About once a month About once a week Daily More than once a day		Y	Dropdown (Select-one)
BAN6799Q013			The NRC website has two different search features. Which search feature(s) did you use during your visit today?	I used the general site search feature I used the ADAMS search feature I used both the general site and ADAMS search features I did not use either Don't recall	K, K1 L, L1 K, K1, L, L1	Y	Dropdown (Select-one)
BAN6799Q014		K	Please tell us about your experience with the general site search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	KK	Y	Checkbox, one-up vertical
BAN6799Q015		KK	Please tell us about the search issue you experienced.	MUTUALLY EXCLUSIVE		N	Text area, no char limit
BAN6799Q016		K1	If you could make one improvement to the search feature, which of the following would you make:-	Narrow results by a specific date Sort results by the most popular to least popular Narrow by searching within the first set of results I receive Search by document type, pdf, wav, etc. Other improvement suggestion		Y	Radio Button, one-up vertical
BAN6799Q017		L	Please tell us about your experience with the ADAMS search feature today. (Please select all that apply.)	Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Received error message(s) Search speed was too slow I experienced a different search issue Search results were helpful	LL	Y	Checkbox, one-up vertical
BAN6799Q018		LL	Please tell us about the ADAMS search issue you experienced.	MUTUALLY EXCLUSIVE		N	Text area, no char limit
BAN6799Q019		L1	If you could make one improvement to the ADAMS search feature, which of the following would you make:-	Narrow results by a specific date Sort results by the most popular to least popular Narrow by searching within the first set of results I receive Search by document type, pdf, wav, etc. Other improvement suggestion		Y	Radio Button, one-up vertical
BAN6799Q020			What other information would you like to see on the NRC site? (Please specify)			N	Text area, no char limit
BAN6799Q021			If you could make one improvement to the site, what would it be?	No improvements are necessary Improve the ADAMS search engine Improve the regular or advance search feature Have better search criteria Provide better search results Improve the direct links, make them more intuitive Enhance the navigation of the site, make it more user friendly Make available more detailed information Make the terminology more understandable Update information more frequently Provide better 10CFR information Provide more documents, specific documents Offer older NUREGS, regulatory reports, guidelines, rules and regulations Supply all documents electronically or in PDF format Have a better site organization, better site map Other	A	Y	Dropdown (Select-one)
BAN6799Q022		A	What other improvements would you make to this site?			N	Text area, no char limit
BAN6799Q023			Do you have any other comments about our site? (Please specify)			N	Text area, no char limit



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	Visit Frequency
Skip Logic Group Randomize	Role
Anchor Answer Choice	Other role
Skip Logic Group	Reason
Skip Logic Group Randomize	
Anchor Answer Choice	Other Primary Reason
Skip Logic Group	Visited ROP
Skip Logic Group	ROP Useful
Skip Logic Group	ROP Improvement
Skip Logic Group	Did you find
Skip Logic Group	OE_Unable
Skip Logic Group	Unable Report



Skip Logic Group	Other_Unable Report
Skip Logic Group	Source
Skip Logic Group	Other Source
Skip Logic Group	NRC SM Frequency
Skip Logic Group	Search Used
Skip Logic Group	General Search Experience
Skip Logic Group	OE_General Search Exp
Skip Logic Group	General_One improvement
Skip Logic Group	ADAMS Search Experience
Skip Logic Group	OE_ADAMS search issue
Skip Logic Group	ADAMS_One Improvement
Skip Logic Group	Other info wanted
Skip Logic Group	One Improvement
Skip Logic Group	Other Improvements
Skip Logic Group	Other comments about site

