NIDCD Page-Level Website Survey

Survey Setup

The survey module allows the National Institute on Deafness and Other Communication Disorders (NIDCD) to control many of the survey's options, such as timing, placement, and functionality. The following points outline how the survey will work:

- **Installation —** The survey is a secure Drupal module that will be added to NIDCD's site. The module is maintained by IQ Solutions.
- **Pages for Survey —** The survey will display on content pages, landing pages, and division pages.
- **Survey Box Placement —**
  o Desktop: The survey box will appear in a bottom corner of the screen a few seconds after the page loads, in an "absolute" position (meaning it will stay in this place even if the user scrolls down the page). This location is the least obtrusive, appearing in the margin for most users, and less likely to annoy users.
  o Mobile: The survey box will appear at the bottom of the screen.
- **Pop-Up Functionality —**
  o Users can "X out" of the survey, which will hide the survey box for 24 hours.
  o Users who completed a survey will not be prompted to complete the survey on that page again. (Note: This is done via a web browser cookie, so the user's settings may impact this functionality. This is something beyond our control.)
  o Users who complete a survey will not be shown another survey on the site for 24 hours.
- **Survey Collection Period —** We recommend keeping the survey on the site to continuously collect qualitative feedback. We will keep the survey on the site until the Office of Management and Budget (OMB) clearance expires.
- **Reporting —**
  o Data Studio: We will connect the survey responses to Google BigQuery to store the data, then use Data Studio to create an interactive report to view and filter the data. This setup allows real-time reporting and sorting.
  o Quarterly Summary: We create a summary of the data every 3 months. This report will clean the data, remove spam/troll responses, and surface helpful comments.
  o Summary Report: When the OMB clearance expires, we will create a summary report.

Survey Questions

The survey pop-up box will display the first question. If users select an answer, they will see the next question prompt. In total, it should take users less than 2 minutes to complete the questions below.

Questions for the NIDCD public website visitors (see sample screenshots attached; screenshot displays survey solicitation question/language along the bottom of the slide #1, as follows: *Please take a few minutes to provide your feedback about our webpage to help inform future website improvements.*)

1. Did you find the information on this page useful?

- Yes [If yes, users would skip to question 3]
- No

2. Why wasn't the information on this page useful to you?
   - The page didn't have the information I was looking for.
   - The information was not clear.
   - The information needed more detail.
   - Something on the page wasn't working.
   - Another reason not listed here.

3. What information were you looking for today?
   - Health information
   - News and events
   - Information about NIDCD
   - Research funding opportunities
   - Research training opportunities
   - NIDCD research at the NIH campus

4. How can we improve this page?
   - [Open-ended text field]

5. Are you a:
   - Researcher
   - Health professional
   - Educator
   - Consumer

[Final window] Thank you for your feedback.

[This text will persistently appear below the questions and will be hyperlinked to the NIDCD's privacy policy.] Responses Form Approved OMB# 0925-0648 Exp. Date 06/30/2024. [Read NIDCD's privacy policy >](#)

Questions for the Noisy Planet website visitors
1. Did you find the information on this page useful?
   - Yes [If yes, users would skip to question 3]
   - No

2. Why wasn't the information on this page useful to you?
   - The page didn't have the information I was looking for.
   - The information was not clear.
   - The information needed more detail.

- Something on the page wasn't working.
- Another reason not listed here.

3. What information were you looking for today?
   - Information about hearing protection and hearing loss
   - Teaching resources for educators
   - News stories about hearing health and the Noisy Planet campaign
   - Interactive activities, such as crossword puzzles and quizzes
   - Multimedia, such as videos and shareable images

4. How can we improve this page?
   - [Open-ended text field]

5. Are you a:
   - Parent
   - Kid/teen
   - Educator/health professional

[Final window] Thank you for your feedback.

[This text will persistently appear below the questions and will be hyperlinked to the NIDCD's privacy policy.] Responses Form Approved OMB# 0925-0648 Exp. Date 06/30/2024. Read NIDCD's privacy policy >

Privacy Policy

This text will be added to the NIDCD's Privacy Policy page:

Survey Disclaimer
OMB#: 0925-0648 Exp. Date 06/30/2024
Public reporting burden for this collection of information is estimated to average two 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 control number. 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).