

FY 2025 FFRDC R&D SURVEY CONTACT PROCEDURES

SUMMARY OF CONTACTS

Contact	Date	Description	Mode	Signature
1	Tues., 28 Oct. 2025	Prelaunch <ul style="list-style-type: none"> Inform respondent of upcoming launch e-mail Invite update to respondent contact information Initial contact verification request 	E-mail	Michael Gibbons of NCSES
2	Tues., 4 Nov. 2025	Launch <ul style="list-style-type: none"> Introduction to survey URL and organization ID Instructions to reset or create a password List of changes from last year Survey PDF attachment 	E-mail	Michael Gibbons of NCSES
3	Tues., 18 Nov. 2025	Verification reminder 1	E-mail	Kathryn Harper (contractor)
4	Tues., 2 Dec. 2025	Verification reminder 2	E-mail	Kathryn Harper (contractor)
5	Mon., 8 Dec. 2025	Verification reminder 3 <ul style="list-style-type: none"> Contact POC and alternate, if provided 	Phone	
6	Mon., 15 Dec. 2025	Verification reminder 4 <ul style="list-style-type: none"> Find alternative contact 	Phone	
7	Tues., 9 Dec. 2025	Deadline reminder 1a <ul style="list-style-type: none"> Reminder of upcoming deadline Deadline reminder 1b <ul style="list-style-type: none"> Reminder of their requested extension 	E-mail	Michael Gibbons of NCSES
8	Tues., 6 Jan. 2026	Deadline reminder 2a <ul style="list-style-type: none"> Reminder of upcoming deadline Deadline reminder 2b <ul style="list-style-type: none"> Reminder of their requested extension 	E-mail	Kathryn Harper (contractor)
	Fri., 16 January 2026	Announced Deadline		
9	Tues., 20 Jan. 2026	Nonresponse 1a <ul style="list-style-type: none"> Need response as soon as possible Nonresponse 1b <ul style="list-style-type: none"> Reminder of deadline extension 	E-mail	Michael Gibbons of NCSES
10	Mon. 26 Jan., 2026	Nonresponse 2 <ul style="list-style-type: none"> Only for institutions without an upcoming expected date of completion 	Phone	

Contact	Date	Description	Mode	Signature
		<ul style="list-style-type: none"> Ask for submission by Extended Deadline 1 or 2 		
	Fri., 30 Jan. 2026	Extended Deadline 1 <ul style="list-style-type: none"> Offered to organizations that request extensions before Extended Deadline 1 		
11	Tues., 3 Feb. 2026	Nonresponse 3 <ul style="list-style-type: none"> Asks for submission by Extended Deadline 2 	E-mail	Michael Gibbons of NCSES
12	Mon., 9 Feb.–Wed., 11 Feb. 2026 Two rounds in 3 days	Nonresponse 4 <ul style="list-style-type: none"> Only for organizations that have not verified their intention to submit by Extended Deadline 2 	Phone	Contractor staff
	Fri., 13 February 2026	Extended Deadline 2		
	Weekly	The FFRDC survey cannot close unless all organizations submit. Beyond the extended deadline, follow-up contacts are assessed and conducted at the individual FFRDC level.	Phone or Email	Contractor staff
	TBD	Last day that new survey submissions are accepted		
	TBD	Database closes after all surveys are reviewed and approved		
Other Contacts—Thank-You E-mail				
13	Automatic after submission	Submission Thank-you	E-mail	Michael Gibbons of NCSES
14	Automatic after survey is marked as final by data approver	Thank-you e-mail.	E-mail	Michael Gibbons of NCSES
Other Contacts—Data Corrections				
15	As needed	Data quality issues 1	E-mail	Kathryn Harper (contractor)
16	1 weeks after first data correction e-mail	Data quality issues 2	E-mail	Kathryn Harper (contractor)
17	1 week after second data correction e-mail	Data quality issues 3	Phone	

Contact	Date	Description	Mode	Signature
	Automatic after resubmission	Resubmission thank-you e-mail <ul style="list-style-type: none"> Acknowledges receipt of resubmission (respondent can no longer make changes). Will inform when data is approved. 	E-mail	No signature
Other Contacts—Password Changes				
18	Automatic when requested through the Web survey	Password reset	E-mail	No signature
19	Automatic when requested through the Web survey	Password reset	E-mail	No signature
20	Automatic when requested through the Web survey	Other contact password setup	E-mail	No signature
21	Automatic when an alternate contact sets up his or her password	Other contact password setup alert	E-mail	No signature

DETAILED DESCRIPTION OF CONTACTS

There is a typical set of contacts that an FFRDC, usually one designated respondent, receives during an FFRDC R&D Survey data cycle. (Primary contacts have the option of designating additional e-mail addresses that are copied on all communications except those involving log-in passwords.) These contacts, including their goals, the timing, and whether multiple versions may be sent, are described below. Each description also includes a link to a sample of the e-mail, letter, or call script for that contact.

Note: The contacts for the Higher Education Research and Development (HERD) Survey is described in separate documents.

- **Pre-launch e-mail**—This e-mail is sent to the primary contact currently listed in the database for all FFRDCs (see Contact 1—[Prelaunch](#)). Typically, this is the previous year’s respondent; however, an FFRDC may have changed the designated respondent between survey cycles. This e-mail is sent approximately 1 week before survey launch. The goals of the e-mail are to (1) inform the respondent of the upcoming launch e-mail, (2) give the FFRDC an opportunity to change the designated respondent before the survey information is sent, and (3) give the contractor data collection staff an opportunity to identify incorrect e-mail addresses before the survey is delivered. In most cases, the pre-launch e-mail is sent only once. If the e-mail is returned as undeliverable, data collection staff attempt to identify a correct address and then resend the e-mail.
- **Launch e-mail**—This e-mail is sent to all primary contacts listed in the database after the Web-based data collection system opens (see Contact 2—[Launch](#)). The goals of the e-mail are to (1) provide information about accessing the Web survey, (2) briefly describe the purpose of the survey, (3) describe any changes to the survey instrument or procedures, (4) list sources of

additional information and assistance, and (5) distribute the Adobe Acrobat version of the data collection instrument as an attachment.

- **Verification reminder contacts**—Approximately two weeks after the pre-launch e-mail (which is also the initial contact verification request) is sent, respondents who have not contacted data collection staff to verify that they are the correct respondent or logged in to the survey are sent a reminder e-mail (see Contact 3—[Verification Reminder 1](#)). This e-mail asks them to respond and either confirm or update their contact information. The goal of the e-mail is to confirm that someone has received the survey information and has taken responsibility for the survey by listing himself or herself as the primary contact. If a respondent phones or e-mails data collection staff with a question about the survey, the person is recorded as having verified that he or she is the correct respondent for the survey. A second verification reminder is sent to all respondents who still have not confirmed their contact information (see Contact 4—[Verification Reminder 2](#)).

If an FFRDC does not respond to the three initial requests to verify a primary contact (including the pre-launch e-mail), data collection staff will begin making phone calls (see Contact 5—[Verification Reminder 3](#)). The primary contact and other listed contacts at each FFRDC are contacted and asked to confirm receipt of the earlier e-mails and either confirm or update the contact information for the primary contact or provide contact information for another respondent.

If contact information for an FFRDC has not been verified after a week, data collection staff will begin identifying alternate contacts at the organization and contact those individuals to identify a new designated point of contact (see Contact 6—[Verification Reminder 4](#)).

- **Deadline reminder e-mails**—There are 9–10 weeks between the launch e-mail and the survey deadline. Two reminders are sent during that period. All reminders are sent via email and respondents who complete the survey for multiple FFRDCs will receive only one e-mail per reminder. If an FFRDC has already requested and been granted an extension to the deadline, they are reminded of their extension date.

The first reminder email is sent approximately 5 weeks before the announced deadline to all FFRDCs that have not submitted final data (see Contact 7—[Deadline Reminder 1a](#) and [Deadline Reminder 1b](#)). A final reminder is sent 1 week before the announced deadline (see Contact 8—[Deadline Reminder 2a](#) and [Deadline Reminder 2b](#)).

- **Nonresponse contacts**—Beginning 2-3 business days after the announced survey Deadline, all FFRDCs that have not submitted final data are contacted about nonresponse. The schedule of nonresponse contacts for FY 2025 is as follows:
 - An e-mail is sent 2-3 business days after the survey deadline to all FFRDCs that have not submitted final data. There are two versions of this e-mail, one to FFRDCs that have not been granted a deadline extension and one to FFRDCs that have been granted an extension. This e-mail reminds contacts of the missed deadline or the deadline extension date and the importance of receiving a prompt response from all FFRDCs (see Contact 9—[Nonresponse 1a](#) and [Nonresponse 1b](#)).

- The following week, data collection staff phone the primary contact of FFRDCs that have not submitted final data and do not have an upcoming expected completion date (see Contact 10—[Nonresponse 2](#)). Respondents are asked whether they can submit the survey by the first extended deadline and, if not, they are given until the second extended due data.
 - An e-mail is sent 1-2 business days after the first extended deadline to all FFRDCs that have not submitted final data. This e-mail asks that all FFRDCs complete the survey by the extended deadline (see Contact 11—[Nonresponse 3](#)).
 - The following week, data collection staff will conduct two rounds of phone calls to the primary contact of FFRDCs that have not submitted final data and have not indicated they would submit by extended deadline 2. (see Contact 12—[Nonresponse 4](#)).
 - Any FFRDCs granted extensions after the second extended deadline, will receive a reminder e-mail and phone call 2-3 days before the expected completion date.
- **Automatic survey receipt and thank-you e-mails**—An e-mail acknowledging receipt of the survey submission is automatically sent to the primary contact by the Web survey system after the respondent clicks on the button to submit the survey (see Contact 13—[Survey Received](#)). The primary contact typically receives this e-mail within minutes of submitting data. The purpose of the e-mail is to confirm receipt of the survey and inform the respondent that the contractor will review the FFRDC’s response and follow up with any questions. Once the survey submission is finalized by the contractor, a thank-you e-mail is automatically sent (see Contact 14—[Thank-You E-mail](#)). The goals of the e-mail are to (1) thank the respondent for participating in the survey, (2) confirm that the data have been reviewed and finalized, (3) remind the respondent that the data can still be reviewed and downloaded at any time, and (4) provide additional information about reports and the public release of data.
 - **Data quality issue (DQI) contacts**—FFRDCs that submit incomplete final data, data with errors, or data with unexplained trend changes are contacted to resolve DQIs. The first e-mail is usually sent within 2 weeks of data submission (see Contact 15—[Data Quality Issues 1](#)). If a response is not received within one week, a second e-mail is sent (see Contact 16—[Data Quality Issues 2](#)). If there is no response to the second e-mail, data collection staff phone the primary contact until a response is received (see Contact 17—[Data Quality Issues 3](#)). Once an FFRDC resubmits the corrected survey, a thank-you e-mail is automatically sent (see Contact 18—[Resubmission Thank-You E-mail](#)).

FFRDCS RECEIVING SPECIAL ATTENTION

Throughout the year, FFRDCs are selected for additional or alternative contacts. In most cases, this simply means that the respondent or other FFRDC staff will receive contacts from survey staff in addition to, or in lieu of, the standard contacts described above. Frequently, FFRDCs do not remain on the “special attention” list throughout the data collection; once an issue is resolved, the FFRDC will begin receiving only the standard contacts, along with the rest of the survey population. A list of circumstances that would qualify an FFRDC for special attention is provided below. In some cases, specific contacts have been prepared to address the situation.

- **Deadline extension requests**— The contractor may grant deadline extensions through Extended Deadline 2, but data collection staff will aim for the earliest extension date

needed by the respondent. An extension to Deadline 2 will be offered only if the respondent insists that an earlier deadline cannot be met. All requests for deadline extensions beyond Extended Deadline 2 must be approved by NCSES.

- **Refusals**—If the primary contact indicates that an FFRDC will not be participating in the survey, the FFRDC's contact information is sent to NCSES staff for follow-up.
- **FFRDCs whose primary contact has left the organization and that have not provided an alternative contact**—Typically, FFRDCs do not remain without an identified primary contact for long, but establishing a new primary contact often involves several phone calls or e-mails from survey staff.

AUTOMATED PASSWORD E-MAILS

In most e-mail messages, respondents are directed to the ID/Password Help link on the survey website if they need to create or reset a password. Automated e-mails are sent by the Web-based survey system when a respondent requests that his or her password be reset (see Contact 19—[Password Reset](#)), when a primary contact designates a new alternate contact in the system (see Contact 20—[Other Contact Password Setup](#)), and when a newly designated alternate contact sets up his or her password (see Contact 21—[Other Contact Password Setup Alert](#)).

CONTACT TEMPLATES AND INSTRUCTIONS

Contact 1—Prelaunch

To: Primary contact e-mail
Cc: Other contacts to receive e-mail
From: NSF FFRDC Survey
Re: Verifying respondent for NSF FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

Next week, the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) will begin the FY 2025 FFRDC R&D Survey. **The survey deadline is Friday, January 16, 2026.**

I would appreciate very much if you would take a moment to reply and let our survey support know whether or not you are still the appropriate contact person for [[instnameletters]]. The survey contact information appears below. If corrections are necessary, please let survey support know so they can update your FFRDC's information.

Name: [[firstname]] [[lastname]]
Title: [[title]]
Phone: [[phone]]
E-mail: [[e-mail]]

Address:
[[primary_institution]]
[[addr]]
[[city]], [[state]] [[zip]]

This annual survey is being conducted for NSF by a contractor. If you have any questions regarding this information, please contact survey support at (866) 936-9376 or send an email to support@ffrdcsurvey.org.

Thank you so much for your continuing participation in the survey.

Sincerely,

Michael Gibbons
Project Officer, Higher Education R&D Survey
National Center for Science and Engineering Statistics
National Science Foundation

Contact 2—Launch

- Before sending the launch e-mail, the contractor data collection staff must e-mail the programming team to open the survey to respondents.

To: Primary contact e-mail
Cc: Other contacts to receive e-mail
From: NSF FFRDC Survey
Re: NSF's FFRDC R&D Survey ([[inst_id]])
Attachment: FFRDC survey PDF

Dear [[firstname]] [[lastname]]:

The website is now open for the National Science Foundation's (NSF's) FY 2025 FFRDC R&D Survey. The survey deadline is **Friday, January 16, 2026**.

The information below can be used to access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org
ID: [[inst_id]]

You may use your password from last year's FFRDC survey if you have one. **If you have forgotten your password or are new to the survey, please click on *ID/Password Help* on the survey login page to create or reset your password.**

If you are no longer the appropriate person to contact, please let survey support know so they can update our information.

The survey is conducted for the National Center for Science and Engineering Statistics (NCSES) within the NSF by a contractor. If you need to revise contact information or have any questions about the survey, please contact survey support at (866) 936-9376 or send an e-mail to support@ffrdcsurvey.org.

Thank you for completing this survey.

Sincerely,

Michael Gibbons
Project Officer, FFRDC R&D Survey
National Center for Science and Engineering Statistics
National Science Foundation

Contact 3—Verification Reminder 1

- Sent to all organizations that have not yet verified contact information or have not logged in to the Web survey

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: Please verify contact information for the NSF FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We are trying to verify all respondent contacts for the FY 2025 FFRDC R&D Survey. Please take a moment to reply to this message and let us know if you are still the appropriate contact for [[instnameletters]].

If you would like to correct any of the contact information below, please include that in your reply.

Name: [[firstname]] [[lastname]]

Title: [[title]]

Phone: [[phone]]

E-mail: [[email]]

Address:

[[primary_institution]]

[[addr]]

[[city]], [[state]] [[zip]]

If you have any questions about your participation in the survey, please contact survey support at (866) 936-9376 or send an e-mail to support@ffrdcsurvey.org.

Sincerely,

Kathryn Harper

Project Director

NSF FFRDC R&D Survey

Contact 4—Verification Reminder 2

- Sent to all organizations that have not yet verified contact information or have not logged in to the Web survey

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: Contact information for NSF FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We are asking everyone to confirm their contact information for the FY 2025 FFRDC R&D Survey.

Please take a minute to reply to this e-mail and let us know whether or not you are still the appropriate contact for [[instnameletters]].

The information we currently have is listed below. If you would like to correct any of the contact information below, please include that in your reply.

Name: [[firstname]] [[lastname]]

Title: [[title]]

Phone: [[phone]]

E-mail: [[e-mail]]

Address:

[[primary_institution]]

[[addr]]

[[city]], [[state]] [[zip]]

Thank you,

Kathryn Harper

Project Director

NSF FFRDC R&D Survey

Toll-free number: (866) 936-9376

support@ffrdcsurvey.org

Contact 5—Verification Reminder 3

- Calling all listed contacts starting with primary
- Transition to newly identified contacts immediately if listed contacts cannot be reached directly or via voicemail.

In-person

1. Review guidance for granting extensions and refusal conversion before starting phone calls.
2. Tell respondent that we are trying to verify contact information for their organization.
3. Ask respondent if they have received the previous e-mails and provide the date the most recent e-mail was sent.
4. Ask if the primary contact listed is still correct.
 - a. If the respondent confirms the primary contact, review contact information with respondent as necessary to confirm correct information for the primary contact and name and e-mail of the alternate contact.
 - i. If there is no alternate contact listed, ask the respondent if they would like to add an alternative contact who will get copied on reminders and be able to access their HERD record if needed. Tell them you can enter that now or they can add up to 3 other contacts from the *Contact information and login accounts* section of the web survey.
 - ii. Thank respondent for participating, ask if they have any questions for us.
 - b. If the respondent says there should be a new primary contact, ask who the new contact should be or who we should call to identify a new contact. Try to get name, title, phone number, and e-mail for the next contact. Thank respondent for their help.
 - i. Reach out to the new contact via e-mail or phone immediately.

Leaving a message

1. If the respondent cannot be reached, leave a message identifying yourself and the survey, the purpose of the call, the date of the e-mail referenced, and the action the respondent must take.

Voicemail Example: “Hello my name is [[survey staff]], and I’m calling on behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) about the FFRDC R&D Survey. I’m following up on e-mails sent on [[dates of previous e-mails]] asking if [[you or other person name]] should be the primary contact for this year’s survey. Please call us at (866) 936-9376 or respond to the e-mail we sent. I would appreciate a response by the end of this week.”

A similar message, with needed revisions, can be left with an administrative assistant or co-worker.

2. During a call cycle, typically a week, only one message should be left, but continue to try and contact respondents at different times of day throughout the cycle.

If you are unable to successfully leave a message with the primary contact or any named alternate contacts (e.g., outgoing voice mail message is for another person, you can see from website or hear from operator that the person is no longer at the institution or in that position) move immediately to procedures outlined in Contact 6.

Contact 6—Verification Reminder 4

- Identifying alternate contacts and new designated primary contact
- 1. Identify 2-3 people or offices that might be able to identify and designate a new POC, as needed
 - a. Look for individuals in leadership in the office the previous respondent was in.
 - b. Find contact information for the office of the director of the FFRDC.

In-person

2. Say that you are calling on behalf of the National Science Foundation about a survey that [[name of FFRDC]] has been completing annual.
3. Tell contact that we are trying to identify a primary contact for the survey and who the primary contact used to be, include name and office, if they aren't from the same office.
4. Ask contact if they are able to provide you with a new point of contact or connect you with someone who can.
 - a. If they suggest getting the information from another specific person, get that contact information and follow-up with that person immediately.
 - b. If they provide contact information for a new primary contact, try to get name, title, phone number, and e-mail for the next contact. Thank respondent for their help.
5. Send survey login information to the new primary contact, letting them know why we are sending this information to them, if they weren't part of the previous conversation.

Leaving a message

1. If the contact cannot be reached, leave a message identifying yourself and the survey, the purpose of the call, and the action the respondent must take.

Voicemail Example: "Hello my name is [[survey staff]], and I'm calling on behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) about the FFRDC R&D Survey. This is a survey that [[name of FFRDC]] has been completing annually. The survey is due [[Deadline]]. [[POC name]] has been our primary point of contact, but [[we have been unable to contact them OR it looks like they have left your organization]]. Can you help us identify who the new point of contact should be? Please call me at (866) 936-9376 and let me know who we should contact. I would appreciate a response by the end of this week."

A similar message, with needed revisions, can be left with an administrative assistant or co-worker.

2. Leave a message with at least two contacts.

Contact 7—Deadline Reminder 1a

- Sent to organizations that have not yet submitted the survey

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: Reminder of Deadline for NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

In November, we asked for your participation in the National Science Foundation's FY 2025 FFRDC R&D Survey. This is a friendly reminder that the survey deadline is **January 16, 2026**.

Thank you for your continued participation in the FFRDC R&D Survey. Your information is vital in developing comprehensive statistics on R&D expenditures in the United States.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org

ID: [[inst_id]]

If you are new to the survey or have forgotten your password, please click on *ID/Password Help* on the survey login page to create/reset your password.

If you have questions or need further information, contact survey support by email at support@ffrdcsurvey.org or call toll-free at (866) 936-9376.

Sincerely,

Michael Gibbons

Project Officer, FFRDC R&D Survey

National Center for Science and Engineering Statistics

National Science Foundation

Contact 7—Deadline Reminder 1b

- Sent to organizations that have not yet submitted the survey

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: Reminder of Deadline for NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

In November, we asked for your participation in the National Science Foundation's FY 2025 FFRDC R&D Survey. Your deadline has been extended to **[[expecteddate]]**.

Thank you for your continued participation in the FFRDC R&D Survey. Your information is vital in developing comprehensive statistics on R&D expenditures in the United States.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org

ID: [[inst_id]]

If you are new to the survey or have forgotten your password, please click on *ID/Password Help* on the survey login page to create/reset your password.

If you have questions or need further information, contact survey support by email at support@ffrdcsurvey.org or call toll-free at (866) 936-9376.

Sincerely,

Michael Gibbons

Project Officer, FFRDC R&D Survey

National Center for Science and Engineering Statistics

National Science Foundation

Contact 8—Deadline Reminder 2a

- Sent to organizations that have not yet submitted the survey

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: Deadline for NSF's FFRDC R&D Survey: January 16, 2026 ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We are reminding all survey respondents about the upcoming deadline for the National Science Foundation's FY 2025 FFRDC R&D Survey.

Please submit your completed survey by **Friday, January 16, 2026**.

The information below can be used to access the survey for [[instnamelong]]:

Website: www.ffrdcsurvey.org

ID: [[inst_id]]

If you are new to the survey or have forgotten your password, click on *ID/Password Help* on the survey login page to create/reset your password.

If you have any questions, please call toll-free at (866) 936-9376 or send an email to support@ffrdcsurvey.org.

Thank you for your time and your participation.

Sincerely,

Kathryn Harper

Project Director

NSF FFRDC R&D Survey

Contact 8—Deadline Reminder 2b

- Sent to organizations that have not yet submitted the survey

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: Deadline for NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We are reminding all survey respondents about the upcoming deadline for the National Science Foundation's FY 2025 FFRDC R&D Survey. Your deadline has been extended to **[[expecteddate]]**.

The information below can be used to access the survey for [[instnamelong]]:

Website: www.ffrdcsurvey.org

ID: [[inst_id]]

If you are new to the survey or have forgotten your password, click on *ID/Password Help* on the survey login page to create/reset your password.

If you have any questions, please call toll-free at (866) 936-9376 or send an email to support@ffrdcsurvey.org.

Thank you for your time and your participation.

Sincerely,

Kathryn Harper

Project Director

NSF FFRDC R&D Survey

Contact 9—Nonresponse 1a

- Sent to all organizations that have not submitted the survey **except** those that have been granted an extension.

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: Please reply regarding the NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We need your response as soon as possible to the National Science Foundation's FY 2025 FFRDC R&D Survey. It is important for us to have every FFRDC's information as soon as possible so that our FY 2025 statistical tables are complete and timely.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org

ID: [[inst_id]]

If you are new to the survey or have forgotten your password, please click on *ID/Password Help* on the survey login page to create/reset your password.

If you have questions or need further information, contact survey support at support@ffrdcsurvey.org or call toll-free at (866) 936-9376.

Thank you very much for your help with the survey.

Sincerely,

Michael Gibbons

Project Officer, FFRDC R&D Survey

National Center for Science and Engineering Statistics

National Science Foundation

Contact 9—Nonresponse 1b

- Sent to all organizations that have not submitted the survey and have been granted an extension

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC Survey

Re: NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

Your deadline for the National Science Foundation's FY 2025 FFRDC R&D Survey is extended to **[[expecteddate]]**. It is important that we receive your response on or before this date so that our FY 2025 statistical tables are complete and timely.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org

ID: [[inst_id]]

If you are new to the survey or have forgotten your password, please click on *ID/Password Help* on the survey login page to create/reset your password.

If you have questions or need further information, contact survey support at support@ffrdcsurvey.org or call toll-free at (866) 936-9376.

Thank you very much for your help with the survey.

Sincerely,

Michael Gibbons
Project Officer, FFRDC R&D Survey
National Center for Science and Engineering Statistics
National Science Foundation

Contact 10 – Nonresponse 2

- Phone the primary contact at FFRDCs that have not submitted final data and do not have an upcoming expected submission date.

In-person

Issues to be highlighted during a phone call to a nonrespondent from data collection staff:

1. Indicate that you are calling on behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) regarding the FFRDC Research and Development Survey
2. Point out their latest activity on the survey. For example:
 - “In your last e-mail, you mentioned that you would have the survey submitted by XX.”
 - “It looks like you logged on to the survey back in January. Do you still have the survey information?”
3. Ask if they can submit by [[Extended Deadline 2]]
4. Tell the respondent you will e-mail the survey web address and their organization ID if they do not have it. Be sure to verify the correct e-mail address. Let them know that they will need to set up a new password through the website if they have forgotten theirs.
5. Ask the respondent if he/she has any questions, and let them know that if they have any questions in the future, they can send an e-mail to support@ffrdcsurvey.org or call toll-free at (866) 936-9376.

Leaving a message

1. If the respondent cannot be reached, leave a voicemail identifying yourself and the survey, the purpose of the call, the date of the e-mail referenced, and the action the respondent must take.

Voicemail Example: “Hello my name is [[survey staff]], and I’m calling on behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) about the FFRDC R&D Survey. I just wanted to let you know that the final Deadline for the survey is [[Extended Deadline 2]]. Please call us at (866) 936-9376 and let us know if you will be able to submit by that date. If you have any questions about the survey or need us to resend survey information, give us a call.”

A similar message, with needed revisions, can be left with an administrative assistant or co-worker.

2. During a call cycle, typically a week, only one message should be left, but continue to try and contact respondents at different times of day throughout the cycle.

Contact 11—Nonresponse 3

- Sent to all institutions that have not submitted the survey

To: Primary contact e-mail

Cc: Other contacts to receive e-mail

From: NSF FFRDC R&D Survey

Re: Please reply regarding the NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We have not yet received your FFRDC's response to the National Science Foundation's FY 2025 FFRDC R&D Survey. As NSF's project manager for the survey, I am trying to complete data collection for the survey by **Friday, February 16, 2026**. Please let me know if you cannot submit the survey by this date.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org

ID: [[inst_id]]

If you are new to the survey or have forgotten your password, please click on *ID/Password Help* on the survey login page to create/reset your password.

The National Science Foundation is the federal agency responsible for collecting and reporting statistics on U.S. research and development activities. This survey provides a unique perspective by assessing R&D expenditures at Federally Funded Research and Development Centers. Your assistance in providing these data is greatly appreciated.

If you have any questions, please contact me at mgibbons@nsf.gov or (703) 292-4590.

Thank you very much for your continued participation.

Sincerely,

Michael Gibbons

Project Officer, FFRDC R&D Survey

National Center for Science and Engineering Statistics

National Science Foundation

Contact 12—Nonresponse 4

- Phone the primary contact at FFRDCs that have not submitted final data and do not have an upcoming expected submission date or confirmed their intention to submit by the extended deadline.

In-person

Issues to be highlighted during a phone call to a nonrespondent from data collection staff:

1. Indicate that you are calling on behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) regarding the FFRDC Research and Development Survey
2. Point out their latest activity on the survey. For example:
 - “In your last e-mail, you mentioned that you would have the survey submitted by XX.”
 - “It looks like you logged on to the survey back in January. Do you still have the survey information?”
3. Tell them you are following up on our last e-mail asking them to verify that they can submit by [[Extended Deadline 2]]
4. Tell the respondent you will e-mail the survey web address and their organization ID if they do not have it. Be sure to verify the correct e-mail address. Let them know that they will need to set up a new password through the website if they have forgotten theirs.
5. Ask the respondent if he/she has any questions and let them know that if they have any questions in the future, they can send an e-mail to support@ffrdcsurvey.org or call toll-free at (866) 936-9376.

Leaving a message

1. If the respondent cannot be reached, leave a voicemail identifying yourself and the survey, the purpose of the call, the date of the e-mail referenced, and the action the respondent must take.

Voicemail Example: “Hello my name is [[survey staff]], and I’m calling on behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) about the FFRDC R&D Survey. I just wanted to remind you that the final Deadline for the survey is [[Extended Deadline 2]] Please call us at (866) 936-9376 and let us know if you will be able to submit by that date. If you have any questions about the survey or need us to resend survey information, give us a call.”

A similar message, with needed revisions, can be left with an administrative assistant or co-worker.

2. During a call cycle, typically a week, only one message should be left, but continue to try and contact respondents at different times of day throughout the cycle.

Contact 13—Survey Received

To: Primary contact e-mail
Cc: Other contact to receive e-mail
From: NSF FFRDC R&D Survey
Re: NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We have received your submission for the National Science Foundation's FY 2025 FFRDC R&D Survey. Our data collection team is now reviewing your response and will follow up with any questions in the next few weeks. We will send you an e-mail to let you know when the review is complete.

Thank you very much for your help with this effort. If you have any questions, please contact our survey contractor toll-free at (866) 936-9376 or send an e-mail to support@ffrdcsurvey.org.

Sincerely,

Michael Gibbons
Project Officer, FFRDC R&D Survey
National Center for Science and Engineering Statistics
National Science Foundation

Contact 14—Thank-You E-mail

- Automatically sent after the data review is completed and the survey response is marked as “approved”

To: Primary contact e-mail
Cc: Other contact to receive e-mail
From: NSF FFRDC R&D Survey
Re: Thank You ([[inst_id]])
Attachment: PDF with final data

Dear [[firstname]] [[lastname]]:

On behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF), I want to thank you for participating in the FY 2025 FFRDC Research and Development Survey. The detailed information you provided for your FFRDC will increase both the accuracy and usefulness of the national R&D statistics.

Your survey submission has been reviewed by our data collection team and will now be added to the final database. If you find errors that need to be corrected, please contact them at (866) 936-9376 as soon as possible.

For your convenience, we have attached a copy of the survey form with your final data. You may also view or download this final version of the survey data at any time by logging onto the survey website using the information below.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org
ID: [[inst_id]]

If you have forgotten your password, click on *ID/Password Help* on the survey login page.

To see our NSF publications for previous years of the survey, please visit
www.nsf.gov/statistics/srvyffrdc/.

If you have any questions, please contact our survey contractor toll-free at (866) 936-9376 or send an e-mail to support@ffrdcsurvey.org.

Sincerely,

Michael Gibbons
Project Officer, FFRDC R&D Survey
National Center for Science and Engineering Statistics
National Science Foundation

Contact 15—Data Quality Issues 1

To: Primary contact e-mail
Cc: Other contacts to receive e-mail
From: NSF FFRDC R&D Survey
Re: NSF's FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

I am reviewing your data for NSF's FY 2025 FFRDC R&D Survey, and I need your help to clarify or correct [a few items/one item/two items]. After your reply, I can finalize your survey answers for FY 2025. I would like to finalize your survey data by [one week after message].

The survey has been reopened so you can revise data if needed. When you return to the survey, you will see a red flag next to each question that has a data quality issue. At the top of each marked question, you will find a description of the issue(s) and instructions for correcting or explaining. **After you have addressed each issue, click the Resubmit button.**

Please go to the survey website to explain or correct data quality issues.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org
ID: [[inst_id]]

If you have forgotten your password, click on *ID/Password Help* on the survey login page.

If you have any questions or concerns, please contact us at support@FFRDCsurvey.org or call toll-free at (866) 936-9376.

Sincerely,

Kathryn Harper
Project Director
NSF FFRDC R&D Survey

Contact 16—Data Quality Issues 2

To: Primary contact e-mail
Cc: Other contacts to receive e-mails
From: NSF FFRDC R&D Survey
Re: NSF FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

I need your help to clarify or correct [a few items/one item/two items] from your FY 2025 FFRDC R&D Survey. I had previously contacted you about these issues on [date of DQI 1]. I need your response to finalize your institution's FY 2025 survey. I would like to finalize your survey data by [one week from e-mail].

The survey has been reopened so you can revise data if needed. When you return to the survey, you will see a red flag next to each question that has a data quality issue. At the top of each marked question, you will find a description of the issue(s) and instructions for correcting or explaining. **After you have addressed each issue, click the Resubmit button.**

Please go to the survey website to explain or correct data quality issues.

To access the survey for [[instnamelong]]:

Survey website: www.ffrdcsurvey.org
ID: [[inst_id]]

If you have forgotten your password, click on *ID/Password Help* on the survey login page.

If you have any questions or concerns, please contact us at support@FFRDCsurvey.org or call toll-free at (866) 936-9376.

Sincerely,

Kathryn Harper
Project Director
NSF FFRDC R&D Survey

Contact 17—Data Quality Issues 3

In-person

Issues to be highlighted during a phone call to a non-respondent from data collection staff:

1. Indicate that you are calling on behalf National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) regarding the FFRDC R&D Survey.
2. Thank them for participating in the survey and let them know that we just need to clarify or correct [a few items/one item/two items] to finalize their survey.
3. Ask if they received the data quality issues e-mail and if so, when they might be able to respond.
4. If the respondent doesn't know if they got the e-mail or isn't sure when they can respond, and if the issues are easy to explain and the respondent might be able to respond, immediately say, "The issue(s) are minor and you might be able to answer them right now. Do you mind if I read them to you?" If they say yes, read the questions and record their responses.
5. Offer to resend the last DQI e-mail if the issues are complicated, or they cannot respond on the phone.
6. Ask the respondent if he/she has any questions and let them know that if they have any questions in the future, they can send an e-mail to support@ffrdcsurvey.org or call you toll-free at 866-936-9376.

Leaving a message

1. If the respondent cannot be reached, leave a voicemail identifying yourself and the survey, the purpose of the call, the date of the e-mail referenced, and the action the respondent must take.

Voicemail Example: "Hello, my name is [name], and I'm calling on behalf of the National Center for Science and Engineering Statistics (NCSES) within the National Science Foundation (NSF) about the Federally Financed Research and Development Center Survey. I'm following up on an e-mail we sent on [date] asking you to clarify some issues on your organization's FY 2025 survey. We are closing the database soon and cannot finalize your organization until we receive a response. Please respond to the e-mail or give us a call as soon as possible at (866)936-9376. Thank you again for your participation in this year's survey."

A similar message, with needed revisions, can be left with an administrative assistant or co-worker.

2. During a call cycle, typically a week, only one message should be left, but continue to try and contact respondents at different times of day throughout the cycle.

Contact 18—Resubmission Thank-You E-mail

To: Primary contact e-mail
Cc: Other contacts to receive e-mail
From: NSF FFRDC R&D Survey
Re: NSF FFRDC R&D Survey ([[inst_id]])

Dear [[firstname]] [[lastname]]:

We have received your organization's resubmission for the FY 2025 FFRDC R&D Survey. Thank you for taking the time to address our questions about your submitted data. If we have any further questions, we will let you know. We will send an email to let you know when your survey submission is finalized.

Thank you very much for your help with this effort.

If you have any questions or need further information, contact Survey Support at support@ffrdcsurvey.org or call toll-free at (866) 936-9376.

Contact 19—Password Reset

To: Survey user requesting password reset
From: NSF FFRDC R&D Survey
Re: NSF FFRDC Survey Password ([[inst_id]])

You have requested to reset your password for the FFRDC R&D Survey for:
Organization: [[instnamelong]]
ID: [[inst_id]]

Please use the link below to reset your password. This link will expire in 15 minutes.

[[reset_link]]

If you need further assistance or did not make a request to reset your password, contact Survey Support at (866) 936-9376, or by e-mail at support@ffrdcsurvey.org.

Contact 20—Other Contact Password Setup

To: Newly designated alternate
From: NSF FFRDC R&D Survey
Re: NSF FFRDC Survey Password ([[inst_id]])

[[designator_first_name]] [[designator_last_name]] has granted you access to the FFRDC R&D Survey for:

Organization: [[instnamelong]]
ID: [[inst_id]]

Please use the link below to set up your password.

[\[\[reset_link\]\]](#)

This link will expire in 7 days, but you can request a new link at any time by clicking on *ID/Password Help* on the survey login page.

If you need further assistance, please contact Survey Support at (866) 936-9376, or by email at support@ffrdcsurvey.org.

Contact 21—Other Contact Password Setup Alert

To: Primary contact

From: NSF FFRDC R&D Survey

Re: NSF FFRDC Survey – new password created ([[inst_id]])

[[other_first_name]] [[other_last_name]] has created a password on the NSF FFRDC R&D Survey for:

Organization: [[instnamelong]]

ID: [[inst_id]]

You can add or remove individuals who can create a login account on the *Contact information and login accounts* page on the web survey. If you need further assistance, please contact Survey Support at (866) 936-9376, or by e-mail at support@ffrdcsurvey.org.