

## Web Usability Survey for OER Grants Web Site

We are interested in obtaining your feedback regarding the OER Grants Web site. This brief customer satisfaction survey contains 10 questions (plus 1 optional question) and should take no more than 5 minutes of your time to both read the instructions and enter your responses. Completion of the survey is strictly voluntary. Your responses will be kept confidential and anonymous. No personal identifiers will be attached to your responses (see <http://grants.nih.gov/grants/privacy.htm>). Thank you for taking the time to complete this survey.

1. Which of the following describes you? (check all that apply)

- Researcher or scientist
- Research trainee or student
- Grants administrator or Office of Sponsored Research
- Support staff
- NIH employee
- Other: \_\_\_\_\_

2. How often do you visit the Office of Extramural Research Grants (OER) web site?

- This was my first visit
- Once or twice a year
- Once every 2 or 3 months
- About once a month
- A few times a month
- More than once a week

3. Are you currently supported by any of the following:

- Yes, NIH Grants/Fellowships/Career Development Awards
- Yes, NIH Contract
- Yes, non-NIH funding
- No

4. What type of information were you seeking on the OER site today?  
(check all that apply)

- |                                      |                               |
|--------------------------------------|-------------------------------|
| • NIH Guide for Grants and Contracts | • Help Downloading Files      |
| • Research Training                  | • Receipt Dates               |
| • Funding Opportunities              | • Lab Animal Welfare (OLAW)   |
| • Grants Policy and Guidance         | • Peer Review                 |
| • Grants Compliance and Oversight    | • SBIR/STTR: Small Businesses |
| • Award Data                         | • Staff Directories           |
| • Intellectual Property Policy       | • Other _____                 |
| • Forms and Applications             |                               |

5. I found the information I was looking for:

- Yes, easily
- Yes, with difficulty
- No, I could not find it
- I'm not finished looking yet

6. Are there resources you would like to see on the OER web site that are not currently available?

- No
- Yes - please specify: \_\_\_\_\_

7. Please rate the following:

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree   N/A

- Site navigation was easy to use
- It was easy to find the information I was looking for
- The information I found was helpful
- The information on the site is up-to-date
- I found the search feature helpful
- Overall, I was satisfied with the Web site

Comments: \_\_\_\_\_

8. What, if anything, did you find confusing or difficult about the Web site and do you have any suggestions for improvements? \_\_\_\_\_

9. If you use a screen reader or have other accessibility requirements, did you have any difficulty using the web site?

- N/A - I do not use a screen reader or have other accessibility requirements
- No Problems with my screen reader accessibility functionality
- I had the following problems: \_\_\_\_\_

10. Additional Comments (e.g., improvements you would like to see, features you have found useful, etc.): \_\_\_\_\_

11. Optional: Would you be willing to answer additional questions regarding our web site? If you choose to provide your contact information, your survey questions will be stored separately and will remain anonymous. If you agree to provide this information, please provide:

Name: \_\_\_\_\_

E-Mail address: \_\_\_\_\_

Phone number: \_\_\_\_\_

**Thanks for your time.**

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Public reporting burden for this collection of information is estimated to average 5 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 (0925-0486). Do not return the completed form to this address.