

## FY 2022 FEDERALLY FUNDED RESEARCH AND DEVELOPMENT CENTER (FFRDC) R&D SURVEY CONTACT PROCEDURES

### SUMMARY OF CONTACTS

Contact	Date	Description	Mode	From
1	Tues., 1 Nov. 2022	Prelaunch <ul style="list-style-type: none"> <li>• Inform respondent of upcoming launch e-mail</li> <li>• Announce new due date</li> <li>• Update respondent name</li> <li>• Initial contact verification request</li> </ul>	E-mail	Carolyn Bennett of ICF
2	Tues., 8 Nov. 2022	Launch <ul style="list-style-type: none"> <li>• Introduction to survey</li> <li>• URL and organization ID</li> <li>• Instructions to reset or create a password</li> <li>• List of changes from last year</li> <li>• Survey PDF attachment</li> </ul>	E-mail	Michael Gibbons of NCSES
3	Tues., 15 Nov. 2022	Verification reminder 1	E-mail	Carolyn Bennett of ICF
4	Tues., 29 Nov. 2022	Verification reminder 2	E-mail	Carolyn Bennett of ICF
5	Thurs., 8 Dec. 2022  Round 2: Thurs., 15 Dec. 2022	Verification reminder 3 <ul style="list-style-type: none"> <li>• Verify primary and alternate contacts</li> <li>• Seek information for new point of contact, as needed</li> </ul>	Phone	ICF staff
6	Mon., 12 Dec. 2022	Due date reminder 1	E-mail	Michael Gibbons of NCSES
7	Mon., 9 Jan. 2023	Due date reminder 2	E-mail	Carolyn Bennett of ICF
	<b>Tues., 17 January 2023</b>	<b>Survey Deadline</b>		
8	Thurs., 19 Jan. 2023	Nonresponse 1a <ul style="list-style-type: none"> <li>• Need response as soon as possible</li> </ul> Nonresponse 1b <ul style="list-style-type: none"> <li>• Reminder of deadline extension</li> </ul>	E-mail	Carolyn Bennett of ICF
	Fri., 27 Jan. 2023	Extended due date 1 Offered to organizations that request extension before 17 January		
9	Tues., 31 Jan. 2023	Nonresponse 2 <ul style="list-style-type: none"> <li>• Asks for submission by 24 February</li> </ul>	E-mail	Michael Gibbons of NCSES

Contact	Date	Description	Mode	From
10	Tues., 6 Feb.–Wed., 14 Feb. 2023	Nonresponse 3 <ul style="list-style-type: none"> <li>Only for organizations without an upcoming expected date of completion</li> <li>Asks for submission by 24 February</li> </ul>	Phone	ICF staff
	<b>Fri., 25 February 2022</b>	<b>Extended FFRDC Deadline 2</b>		
	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	ICF staff
	TBD	Last day that new survey submissions are accepted		
	TBD	Database closes after all surveys are reviewed and approved		
<b>Other Contacts—Thank-You E-mail</b>				
11	Automatic after submission	Survey received. Data review is in progress.	E-mail	Jennifer Greer of ICF
12	Automatic after survey is marked as final by data approver	Thank-you e-mail.	E-mail	Michael Gibbons of NCSES
<b>Other Contacts—Data Corrections</b>				
13	As needed	Data quality issues 1	E-mail	Jennifer Greer of ICF
14	1 weeks after first data correction e-mail	Data quality issues 2	E-mail	Jennifer Greer of ICF
15	1 week after second data correction e-mail	Data quality issues 3	Phone	ICF staff
16	Automatic after resubmission	Resubmission thank-you e-mail	E-mail	Jennifer Greer of ICF
<b>Other Contacts—Password Changes</b>				
17	Automatic when requested through the Web survey	Password reset	E-mail	No signature
18	Automatic when requested through the Web survey	Other contact password setup	E-mail	No signature
19	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) and HERD Short Form surveys are 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 usually sent the 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 ICF 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 at each FFRDC is asked to confirm receipt of the earlier e-mails and either confirm or update his or her contact information or provide contact information for another respondent.

If a primary contact has not been verified after one round of phone calls (over 1 week), National Center for Science and Engineering Statistics (NCSES) and/or data collection staff will attempt to identify and verify an alternative contact.

- **Reminder e-mails**—For the FY 2022 collection, there are 10 weeks between the launch e-mail and the survey due date. For this reason, there are only two reminders. The first reminder e-mail is sent 5 weeks before the announced due date to all FFRDCs that have not submitted final data (see Contact 6—[Due Date Reminder 1](#)). A final reminder is sent 1 week before the announced due date (see Contact 7—[Due Date Reminder 2](#)).
- **Nonresponse contacts**—Beginning a few days after the announced survey due date, all FFRDCs that have not submitted final data are contacted about nonresponse. The schedule of nonresponse contacts for FY 2022 is as follows:
  - An e-mail is sent 2 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 due date or the deadline extension date and the importance of receiving a prompt response from all FFRDCs (see Contact 8—[Nonresponse 1a](#) and [Nonresponse 1b](#)).
  - An e-mail is sent 2 weeks later to all FFRDCs that have not submitted final data and do not have an upcoming expected completion date. This e-mail asks that all FFRDCs complete the survey by 24 February 2023 (see Contact 9—[Nonresponse 2](#)).
  - 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 do not have an upcoming expected completion date. FFRDCs are asked to respond by 24 February (see Contact 10—[Nonresponse 3](#)).
  - Two weeks after the phone calls, a list of FFRDCs that have not responded is forwarded to NCSES for follow-up.
- **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 11—[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 ICF will review the FFRDC's response and follow up with any questions. Once the survey submission is finalized by ICF, a thank-you e-mail is automatically sent (see Contact 12—[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 13—[Data Quality Issues 1](#)). If a response is not received within one week, a second e-mail is sent (see Contact 14—[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 15—[Data Quality Issues 3](#)). Once an FFRDC resubmits the corrected survey, a thank-you e-mail is automatically sent (see Contact 16—[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**—ICF may grant deadline extensions through 24 February 2023 without approval from the NSF project officer. The first suggested extension date will be 27 January, assuming that the FFRDC does not propose an earlier date. A 24 February deadline extension date will be offered only if the respondent insists that an earlier deadline cannot be met. All requests for deadline extensions beyond 24 February 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 17—[Password Reset](#)), when a primary contact designates a new alternate contact in the system (see Contact 18—[Other Contact Password Setup](#)), and when a newly designated alternate contact sets up his or her password (see Contact 19—[Other Contact Password Setup Alert](#)).

## 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 2022 FFRDC R&D Survey. **The survey due date is Tuesday, January 17, 2023.**

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 ICF. If you have any questions regarding this information, please contact survey support at (866) 936-9376 or send an email to [support@ffrdcsurvey.org](mailto: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, ICF 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 2022 FFRDC R&D Survey. The survey deadline is Tuesday, **January 17, 2023**.

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

Survey website: [www.ffrdcsurvey.org](http://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.

Please note the changes to the FY 2022 survey in the *What's New* section.

The survey is conducted for the National Center for Science and Engineering Statistics (NCSES) within the NSF by ICF. 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](mailto: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 2022 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@ffrdc.org](mailto:support@ffrdc.org).

Sincerely,

Carolyn Bennett

Data Collection Manager

NSF FFRDC R&D Survey

ICF



## 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 2022 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,

Carolyn Bennett

Data Collection Manager

NSF FFRDC R&D Survey

ICF

Toll-free number: (866) 936-9376

[support@ffrdcsurvey.org](mailto:support@ffrdcsurvey.org)

## **Contact 5—Verification Reminder 3**

### **In-person**

1. Tell respondent that we are trying to verify contact information for their organization.
2. Ask respondent if they have received the previous e-mails and provide the date the most recent e-mail was sent.
3. Ask if they should continue to be the primary contact for the survey.
  - a. If the respondent confirms that they should be 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. Thank respondent for participating, ask if they have any questions for us.
  - b. If the respondent says that they should no longer be the 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.

### **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 just wanted to verify that you 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 on [[date e-mail was 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.

## Contact 6—Due Date Reminder 1

- 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 due date for NSF's FFRDC R&D Survey ([[inst\_id]])

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

A few weeks ago, we asked for your participation in the National Science Foundation's FY 2022 FFRDC R&D Survey. The survey deadline is **January 17, 2023**.

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](http://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 any questions about the survey, please contact me at [mgibbons@nsf.gov](mailto:mgibbons@nsf.gov) or (703) 292-4590.

Sincerely,

Michael Gibbons

Project Officer, FFRDC R&D Survey

National Center for Science and Engineering Statistics

National Science Foundation

## Contact 7—Due Date Reminder 2

- 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: Due date for NSF's FFRDC R&D Survey: January 17, 2023 ([[inst\_id]])

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

We are reminding all survey respondents about the upcoming deadline for the National Science Foundation's FY 2021 FFRDC R&D Survey.

Please submit your completed survey by **Tuesday, January 17, 2023**.

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

Website: [www.ffrdcsurvey.org](http://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](mailto:support@ffrdcsurvey.org).

Thank you for your time and your participation.

Sincerely,

Carolyn Bennett

Data Collection Manager

NSF FFRDC R&D Survey

ICF

## Contact 8—Nonresponse 1a

- Sent to all organizations that have not submitted the survey **except** those that have been granted an extension. See Contact 8—Nonresponse 1b.

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 2022 FFRDC R&D Survey. It is important for us to have every FFRDC's information as soon as possible so that our FY 2022 statistical tables are complete and timely.

To access the survey for [[instnamelong]]:

Survey website: [www.ffrdcsurvey.org](http://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](mailto:support@ffrdcsurvey.org) or call toll-free at (866) 936-9376.

Thank you very much for your help with the survey.

Sincerely,

Carolyn Bennett

Data Collection Manager

NSF FFRDC R&D Survey

ICF

## Contact 8—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 2022 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 2022 statistical tables are complete and timely.

To access the survey for [[instnamelong]]:

Survey website: [www.ffrdcsurvey.org](http://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](mailto:support@ffrdcsurvey.org) or call toll-free at (866) 936-9376.

Thank you very much for your help with the survey.

Sincerely,

Carolyn Bennett  
Data Collection Manager  
NSF FFRDC R&D Survey  
ICF

## Contact 9—Nonresponse 2

- Sent to all institutions that have not submitted the survey *and* do not have an upcoming expected completion date

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]]:

As of today, we have not yet received your FFRDC's response to the National Science Foundation's FY 2022 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 24, 2023**. Please let me know whether or not you can submit the survey by this date.

To access the survey for [[instnamelong]]:

Survey website: [www.ffrdcsurvey.org](http://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](mailto: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 10—Nonresponse 3

- 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:
3. “In your last e-mail, you mentioned that you would have the survey submitted by XX.”
4. “It looks like you logged on to the survey back in January. Do you still have the survey information?”
5. Ask if they can submit by February 24.
6. 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.
7. 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](mailto: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 due date for the survey is February 24. 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—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 2022 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 or need further information, you may reach me by e-mail at [support@ffrdcsurvey.org](mailto:support@ffrdcsurvey.org) or call me toll-free at (866) 936-9376.

Sincerely,

Jennifer Greer  
Data Quality Manager  
NSF FFRDC R&D Survey  
ICF

## Contact 12—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 2022 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 Quality Manager and will now be added to the final database. If you find errors that need to be corrected, please contact us 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](http://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/](http://www.nsf.gov/statistics/srvyffrdc/)

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

Sincerely,

Michael Gibbons  
Project Officer, FFRDC R&D Survey  
National Center for Science and Engineering Statistics  
National Science Foundation  
[mgibbons@nsf.gov](mailto:mgibbons@nsf.gov)  
(703) 292-4590

## Contact 13—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 2022 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 2022. 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](http://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](mailto:support@FFRDCsurvey.org) or call toll-free at (866) 936-9376.

Sincerely,

Jennifer Greer  
Data Quality Manager  
NSF FFRDC R&D Survey  
ICF

## Contact 14—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 2022 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 2022 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](http://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](mailto:support@FFRDCsurvey.org) or call toll-free at (866) 936-9376.

Sincerely,

Jennifer Greer  
Data Quality Manager  
NSF FFRDC R&D Survey  
ICF

## Contact 15—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](mailto: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 2022 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 16—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 2022 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, you may reach me by email at [support@ffrdcsurvey.org](mailto:support@ffrdcsurvey.org) or call toll-free at (866) 936-9376.

Sincerely,

Jennifer Greer  
Data Quality Manager  
NSF FFRDC R&D Survey  
ICF

## Contact 17—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](mailto:support@ffrdcsurvey.org).

## Contact 18—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](mailto:support@ffrdcsurvey.org).



## Contact 19—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](mailto:support@ffrdcsurvey.org).