



NATIONAL
ARCHIVES

NARA Communications Audit

Survey Questions

11/15/12

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Survey Questions

Introduction:

The National Archives and Records Administration (NARA) is committed to keeping you up to date with timely news and information that helps you meet your research goals. The survey will help us learn how you receive information from NARA and how we can communicate better with you.

We encourage you to provide us with candid feedback during the survey, but be assured that the information you share will be kept confidential. Thank you for participating!

Questions:

1. In your own words, please tell us what NARA does? And how these service(s) are offered to you?

2. How did you find out about this survey?

- a. Through email
- b. Through NARA social media
- c. Through a friend or colleague
- d. Other

3. How often do you:

	Frequently	Sometimes	Rarely	Never
Visit NARA's Facilities				
Use NARA's online resources (website,				

database, etc.)				
Connect with NARA via Social Media				
Communicate with a NARA employee				

4. If you use NARA's online resources, can you easily locate the information you need on the following tools and outlets?

	Yes	No	Sometimes	Does not apply
The Archives.gov website				
NARA blogs				
Online databases and applications				

5. Which methods do you use to communicate with NARA (select all that apply)?

- a. Phone
- b. Email
- c. Personal visits
- d. Online or social media applications
- e. United States Postal mail service
- f. Other (please specify)

6. If you communicate with NARA employees, were your interactions:

- a. Positive
- b. Negative
- c. Mixed
- d. Neutral
- e. Does not apply

7. Please provide additional detail regarding your interaction with NARA employees (optional):

8. What type of information do you want to receive from NARA? (Select all that apply)

- a. News and events

- b. From the Vaults – Historic Items in the Archives
 - c. Behind the Scenes – Our Work at the Archives
 - d. Newly available tools and resources
 - e. Only information related to my particular issue, interest or research topic
 - f. Other _____
 - g. I do not want to receive information from NARA.
9. Do you read our quarterly Prologue publication?
- a. Yes
 - b. No
10. Do you use our monthly Calendar of Events (in print or online)?
- a. Yes
 - b. No
11. How do you prefer to receive information from NARA? (Select all that apply)
- a. Via email
 - b. On www.archives.gov
 - c. In person
 - d. Over the phone
 - e. Through NARA social media
 - f. Other _____

12. When you request information from NARA, do you receive a response that:

	Yes	No	Sometimes	Does not apply
Is timely				
Meets your needs				
Is clear and easy to understand				

13. Would you recommend the following NARA resources to others?

	Recommend	Not Recommend	Neutral	N/A
NARA website				
Online research tools				



NARA blogs and other publications				
NARA social media sites				
NARA events				

14. Please identify the types of media in which you have heard or read about NARA (select all that apply):

- a. Newspapers
- b. Magazines
- c. TV
- d. Radio
- e. Online news sources
- f. Outdoor advertisements
- g. Blogs/Message Boards
- h. Does not apply

15. I am a(n):

- a. Veteran
- b. Educator
- c. Professional researcher
- d. Personal researcher
- e. Government employee
- f. Historian
- g. Genealogist
- h. Journalist
- i. Member of the general public (none of the above)

16. How does NARA support your needs?

17. How can NARA support you better?

18. Which communications from NARA are most useful to you? Which are the least useful to you, and why?

19. From your perspective, what can NARA do to improve Federal Records Management and/or Access to our holdings?



Audience Specific Questions

Educators:

1. If you are an educator, how do you use NARA's resources and offerings (select all that apply)?
 - a. Professional research
 - b. Personal research
 - c. Lesson planning
 - d. School visits
 - e. National History Day
 - f. Other _____
 - g. Does not apply

2. If you are an educator, how did you learn about NARA's resources?
 - a. www.archives.gov
 - b. A friend
 - c. Docs Teach
 - d. Colleague
 - e. Professional association
 - f. Other _____
 - g. Does not apply

Veterans:

1. If you are a veteran, how do you use NARA's services and offerings? (Select all that apply)
 - a. To search for or obtain personal military service records
 - b. To search for or obtain a friend or family member's service records
 - c. To conduct other research
 - d. Does not apply

2. If you are a veteran, how did you learn about NARA's services for veterans?
 - a. www.archives.gov
 - b. A friend or family member
 - c. A fellow veteran
 - d. The Department of Veterans Affairs (VA)
 - e. The Department of Defense (DOD)
 - f. Veterans' service organization (for example Veterans of Foreign Wars, American Legion, etc.)
 - g. Other _____
 - h. Does not apply