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| http://blogs.archives.gov/aotus/wp-content/uploads/2010/07/nara-logo.jpg | National Archives and Records AdministrationCustomer Survey Thank you for taking the time to respond to these nine survey questions. |
| **Date:** |  | **Location:** | ☐ Archives I ☐ Archives II |
| **Name:** |  |
| **Email:** |  | **Phone:** |  |
| **May we follow up with you regarding your responses to the survey?** | ☐ Yes ☐ No |
| **How would you prefer to be contacted?** | ☐ Phone ☐ Email |

1. What is the nature of your work or research at the National Archives?

[ ]  Legal

[ ]  Academic

[ ]  Genealogy

[ ]  Other [please specify]: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How often do you use the National Archives?

[ ]  2 – 3 times per week

[ ]  Once per week

[ ]  1 – 3 times per month

[ ]  Less than once a month

1. How long are you in the research areas?

[ ]  1 – 2 hours

[ ]  3 – 4 hours

[ ]  5 – 6 hours

[ ]  7 hours or more

1. How do you use the Research Consultant capability? Do you find it helpful? [ ]  Yes [ ]  No

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1. Do you generally need to see original/physical documents for your purposes?

[ ]  Yes [ ]  No

1. Requesting textual records:
	1. Are you able to accurately determine what to fill in on the pull request slip?

[ ]  Yes [ ]  No

* 1. If there is a problem with your slip, are you able to amend it in time for that pull time?

[ ]  Yes [ ]  No

* 1. Are the records you receive generally the ones you are looking for?

[ ]  Yes [ ]  No

* 1. Are you able to get what you are looking for in a timely fashion?

[ ]  Yes [ ]  No

* 1. Are there cases where records can’t be found?

[ ]  Yes [ ]  No

1. What would your expectations for a “pull on-demand” capability be?

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1. On a scale of 1 to 5, with 5 being the best, how satisfied are you with the textual records retrieval process at NARA?

| 5. Extremely satisfied | 4. Very satisfied | 3. Somewhat satisfied | 2. Not very satisfied | 1. Not at all satisfied |
| --- | --- | --- | --- | --- |
| [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

1. In your opinion, what are the biggest opportunities for improvement at the National Archives? How can we make your experience as a researcher better?

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Paperwork Reduction Act Public Burden Statement

A Federal agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a current valid OMB control number. Public burden reporting for this collection of information is estimated to be 5 minutes per response. Send comments regarding the burden estimate or any other aspect of the collection of information, including suggestions for reducing this burden, to National Archives and Records Administration (ISSD), 8601 Adelphi Road, College Park, MD 20740-6001. DO NOT SEND COMPLETED SURVEY FORMS TO THIS ADDRESS.