



## National Archives and Records Administration Customer Survey

Thank you for taking the time to respond to these nine survey questions.

<b>Date:</b>		<b>Location:</b>	<input type="checkbox"/> Archives I <input type="checkbox"/> Archives II
<b>Name:</b>			
<b>Email:</b>		<b>Phone:</b>	
<b>May we follow up with you regarding your responses to the survey?</b>		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>How would you prefer to be contacted?</b>		<input type="checkbox"/> Phone <input type="checkbox"/> Email	

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

- Legal
- Academic
- Genealogy
- Other [please specify]: \_\_\_\_\_

2. 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

3. How long are you in the research areas?

- 1 – 2 hours
- 3 – 4 hours
- 5 – 6 hours
- 7 hours or more

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

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

Yes  No

6. Requesting textual records:

- a. Are you able to accurately determine what to fill in on the pull request slip?

Yes  No

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

Yes  No

- c. Are the records you receive generally the ones you are looking for?

Yes  No

- d. Are you able to get what you are looking for in a timely fashion?

Yes  No

- e. Are there cases where records can't be found?

Yes  No

7. What would your expectations for a "pull on-demand" capability be?

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8. 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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

