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CUSTOMER SATISFACTION EVALUATION

This catalog of questions is intended for use in most situations where a NARA unit is gauging satisfaction from internal or external customers. Examples include training, events, and NARA instruction or responses to queries. Plain language evaluation statements are also in this catalog. All evaluations may include a comment block at the end.

Please remember to leave room for the following statement at the bottom of all evaluations:

Section A. Mandatory for all Customer Satisfaction evaluations

Title/Header
- Use the NARA seal and our full name: National Archives and Records Administration
- Use the local facility name and location.

Introductory Text – Plain language
We at the National Archives strive to excel in all aspects of customer service. Please take a few minutes to help us improve the quality of our written communications. Where possible, please be specific. Details can help us understand and address your feedback.

Introductory Text – Other evaluations
We value your opinion. Please take a few minutes to complete this evaluation. Your comments help us maintain the quality of our services and plan future programs.

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Program information *(for class/program evaluations only)*

- (Course/Program title) Evaluation
- Date of course/program
- Trainer(s) name, if applicable (E.g., Webinar host _____ or Workshop leader_____)

- Training class (RM, other)
- Workshop
- Conference
- Seminar
- Public program
- School program
- System training
- User testing
- Presentation

> **These bullets are the types of courses/programs that we anticipate will use this form. Please choose one to use in the second bullet of program information. This will help group similar offerings.**

Unless marked as *"mandatory,"* program offices may pick and choose which items from the following sections to include in their evaluations.

Section B. Communication, including Plain Language (may include comment block at the end)

Questions followed by [Scale] must use the following headers:

Very Clear   *Somewhat Clear*   *Difficult to Understand*   *Not Helpful or Clear at All*   *Not Applicable*

Please rate the following:
- Clarity of wording on [insert name or description of service, form, communication, etc] [Scale]
- NARA's instructions on how to use [insert name or description of service, form, communication, etc] [Scale]
- General written communication by letter or email [Scale]
- Our response to your request and questions [Scale]

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Section C. Content and Materials (may include comment block at the end)

Questions followed by [Scale] must use one of the following headers:

Strongly   *Agree*   *Disagree*   *Strongly*   *No basis to answer*
Agree   *Disagree*

- OR -

Excellent   *Very Good*   *Good*   *Poor*   *Not Applicable*

OBJECTIVES
- Objectives were made clear [Agree scale]
- Exercises reinforced objectives [Agree scale]

TOPIC
- Topic was well covered [Agree scale]
- The content is useful/important for my work [Agree scale]
- The [type of program] provided relevant, useful information (Agree scale)
- I learned something that will help me (Agree scale)
- I gained new knowledge and skills that are useful for my work [Agree scale]
- How will you use information from the workshop (narrative)

HANDOUTS (use only 1)
- Overall evaluation of the handouts [Excellent scale]
- Handouts were useful [Fully or Agree scale]
- Quality and content of handouts [Excellent scale]
- The handouts were informative [Agree scale]
- Training materials were easy to use [Agree scale]

LEVEL
- In my opinion, this workshop is (circle one) introductory, intermediate, advanced
- Workshop was at the appropriate level of difficulty [Agree scale]
- Length of workshop was appropriate [Agree scale]
- Was the content relevant to your needs? (Yes/No) If "No" briefly explain:.....

SATISFACTION

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- Overall, I was satisfied with the .... [Agree scale] *MANDATORY*
- Would you recommend this program to others? (Yes/No)
- What you liked best about the workshop (narrative)
- What you liked least about the workshop (narrative)

Section D. Instructor, Speaker, or Presenter (may include comment block at the end and multiple sections for multiple instructors)

Questions followed by [Scale] must use one of the following headers:

| *Strongly Agree* | *Agree* | *Disagree* | *Strongly Disagree* | *No basis to answer* |

- OR -

| *Excellent* | *Very Good* | *Good* | *Poor* | *Not Applicable* |

KNOWLEDGE (all Excellent scale)
- Knowledge of the subject [Scale]
- Able to address my questions [Scale]

SKILL (all Agree scale)
- Communication skills [Scale]
- Was organized and prepared [Scale]
- Related subject matter to real life situation [Scale]
- Kept discussion focused on relevant topics [Scale]

STYLE
- Responsiveness to questions [Excellent scale]
- Overall presentation style [Excellent scale]
- Encouraged participation [Agree scale]
- Used the time efficiently [Agree scale]
- The (instructor/speaker/presenter) was effective [Agree scale]

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Section E. Infrastructure (May include comment block at the end)

Strongly   *Agree*   *Disagree*   *Strongly*   *No basis to answer*
Agree   *Disagree*

- OR -

Excellent   *Very Good*   *Good*   *Poor*   *Not Applicable*

FACILITIES (all Agree scale)
- Facilities were conveniently located [Scale]
- Room provided a comfortable setting for learning [Scale]

COURSE DESCRIPTION AND REGISTRATION (all Agree scale)
- Course (or event) description was informative [Scale]
- Course (or event) description was accurate [Scale]
- Registration process was user friendly [Scale]
- Online information was easy to use [Scale]
- Online information was informative [Scale]

PROGRAM DELIVERY (check boxes)
- NARA classroom or conference room
- Agency classroom or conference room
- Rented public space
- Computer-based instruction/delivery
- Internet-hosted delivery

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Section F. Demographics (checkboxes)

- Which <u>one</u> of the following categories best describes you . . .

  - ☑ National Archives employee, student, volunteer, or docent

  - ☑ Federal agency personnel, civilian or military

  - ☑ State or local government agency personnel

  - ☑ Foundation or Friends group associated with _____ (fill in name of office, library, or regional archives)

  - ☑ Educator (please specify pre-service, elementary, middle, high school

  - ☑ Educator (please specify college or university, adult)

  - ☑ Student (please specify elementary, middle, high school)

  - ☑ Student (please specify college or university, graduate school, post-grad)

  - ☑ College or university staff or volunteer

  - ☑ Professional or non-profit organization

  - ☑ Genealogist, family historian, or genealogical researcher

  - ☑ Researcher

  - ☑ General public

  - ☑ Other (please specify) _____ (put last)

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Section G. Additional topics

Strongly   *Agree*   *Disagree*   *Strongly*   No basis to answer
Agree   *Disagree*

- I would like to see/hear more about this topic at the National Archives facilities (Agree scale)

- I would like to see/hear this speaker again at the National Archives facilities (Agree scale)

- How did you hear about the presentation? (checkboxes)
    - o Archives.gov
    - o Email
    - o Word of Mouth
    - o Social Media (Facebook, Twitter, etc)
    - o Other: please specify

- Would you participate in a National Archives online workshop? (yes/no)

- Are you interested in viewing highlights of past National Archives events on the Internet? (yes/no)

- I will recommend this workshop to others (ONLY if not used in Section B)

- What topics would you like featured in future workshops? (narrative)

One last mandatory question:

- How could this course/program be improved? (narrative)

Optional after all other questions:

General:
Thank you for your assistance. If you would like to contact us with additional information, please CALL xxx.xxx.xxxx or EMAIL xxxx@nara.gov

Specific to NARA programs/events:
If you would like us to contact you regarding this course/program or upcoming events, please contact _____ or tell us how to get in touch with you.

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NAME & ADDRESS _____

EMAIL _____

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