

## History Hub - Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Required questions are denoted by an \*

**1: \*Please rate how well this site is organized.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**2: \*Please rate how well the site layout helps you find what you need.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**3: \*Please rate how quickly pages load on this site.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**4: \*Please rate how completely the page content loads on this site.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**5: \*Please rate the thoroughness of information on this site.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**6: \*Please rate how well the site answers your questions.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**7: \*Please rate the ability to sort information by criteria that are important to you on this site.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**8: \*Please rate how well the features on the site help you find the information you need.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**9: \*Please rate the visual appeal of this site.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**10: \*Please rate the readability of the pages on this site.**

1=Poor, 2, 3, 4, 5, 6, 7, 8, 9, Excellent=10; Don't know

**11: \*What is your overall satisfaction with this site?**

1=Very Dissatisfied, 2, 3, 4, 5, 6, 7, 8, 9, Very Satisfied=10; Don't know

**12: \*How well does this site meet your expectations?**

1=Falls Short of Expectations, 2, 3, 4, 5, 6, 7, 8, 9, Exceeds Expectations=10; Don't know

**13: \*How does this site compare to your idea of an ideal website?**

1=Not Very Close to Ideal, 2, 3, 4, 5, 6, 7, 8, 9, Very Close to Ideal=10; Don't know

**14: \*How likely are you to recommend this site to someone else?**

1=Very Unlikely, 2, 3, 4, 5, 6, 7, 8, 9, Very Likely=10; Don't know

**15: \*How likely are you to return to this site in the future?**

1=Very Unlikely, 2, 3, 4, 5, 6, 7, 8, 9, Very Likely=10; Don't know

**16: \*How likely are you to use this site as a trusted resource?**

1=Very Unlikely, 2, 3, 4, 5, 6, 7, 8, 9, Very Likely=10; Don't know

**17: \*How likely are you to share content (like a video or article) from this site by posting it to a social media site (Facebook, Twitter, etc.)?**

1=Very Unlikely, 2, 3, 4, 5, 6, 7, 8, 9, Very Likely=10; Don't know

**18: \*How frequently do you visit History Hub?**

First time

Daily

Weekly

Monthly

Once every few months

Every 6 months or less

**19: \*Which of the following best describes your role in visiting the site today?**

Veteran or Veteran's family

Genealogist or family historian

Researcher

Museum visitor

History enthusiast

Educator or student

Government employee (local, state, federal)

Other, please specify:

**20: \*What were you primarily trying to accomplish on History Hub?**

Research or request veteran's service records

Research records (other than veteran's service records)

Plan a visit

Find teacher resources

Shop online

Other, please specify: [Comment box]

**21: \*Did you accomplish what you wanted to do today on this site?**

Yes

No

Partially

**22: \*Is there anything additional you would like to share with us about your experience with the site?**

[Comment box: 1,000 Characters Remaining]

**23: \*The best thing on the History Hub site is:**

[Comment box: 1,000 Characters Remaining]

Thank you very much for taking the time to complete this survey. With your generous help, we'll be able to continuously improve History Hub. If you have any questions about the survey, please email [historyhub@nara.gov](mailto:historyhub@nara.gov).