

ERA Survey for AC BPR Preparation Project

The purpose of the Electronic Records Archive (ERA) Questionnaire is to collect data from ERA users on their experiences and suggestions for improvement using the Records Schedule, Transfer Request, search capabilities, printing, and notifications. The information will be used to identify and prioritize potential ERA upgrades. The survey will be sent to all ERA account users, including NARA staff, agency staff, and contractors. It will be issued on September X and will close October XX.

AC BPR Preparation Project: ERA User Questionnaire

Instructions

Please respond individually to the survey questions. We are looking for individual responses, not a combined agency response.

The questions ask for users to rate their experience using different parts of the ERA system and to provide an explanation for the rating and suggestions for improvements. We expect the questionnaire to take approximately 20 to 30 minutes to complete.

1. Are you:

- A NARA employee or contractor
- A Federal agency employee or contractor

2. What have you done in ERA? (Check all that apply)

- Create records schedules
- Certify records schedules
- Appraise records -- [NARA staff only](#)
- Approve records schedules -- [NARA staff only](#)
- Create records transfer requests
- Package electronic records for transfer
- Approve transfer requests -- [Agency staff only](#)
- Approve transfer requests -- [NARA staff only](#)
- Search
- Print
- I have not used ERA – [selection ends survey](#)

3. How often do you access ERA? – [All respondents](#)

- Weekly
- Monthly
- Quarterly
- Every six months
- At least once a year
- Never

4. Are you an ERA account manager for your agency? – [All respondents](#)

- Yes
- No
- Do not know

5. Do you have any changes to suggest to the account request form ([NA Form 3070](#))?–[Free text response] – [All respondents](#)

6. If you have used ERA to create and submit a records schedule, how would you rate your experience using the Records Schedule? – [Agency respondents](#)

0 - Not applicable

1 - Very poor

2 - Poor

3 - Both good and poor

4 - Good

5 - Very good

Please explain your rating and provide any suggestions you have for improving the Records Schedule: [Free text response] – [Agency respondents](#)

7. If you are a NARA records appraiser, how would you rate your experience using ERA during the records appraisal process (e.g. to return schedules for revision, enter the executive summary information, submit schedules for concurrence)? – [NARA respondents](#)

0 - Not applicable

1 - Very poor

2 - Poor

3 - Both good and poor

4 - Good

5 - Very good

Please explain your rating and provide any suggestions you have for improving this process: [Free text response] – [NARA respondents](#)

8. If you have ever used the Transfer Request to transfer records, how would you rate your experience using the form? – [All respondents](#)

0 - Not applicable

1 - Very poor

2 - Poor

3 - Both good and poor

4 - Good

5 - Very good

Please explain your rating and provide any suggestions you have for improving the Transfer Request form: [Free text response] – [All respondents](#)

9. If you are a NARA archivist, how would you rate your experience using the Transfer Request to accession records? – [NARA respondents](#)

0 - Not applicable

1 - Very poor

2 - Poor

3 - Both good and poor

4 - Good

5 - Very good

Please explain your rating and provide any suggestions you have for improving the Transfer Request form: [Free text response] – [NARA respondents](#)

10. If you have ever used the search function in ERA, how would you rate your experience? – [All respondents](#)

0 - Not applicable

1 - Very poor

2 - Poor

3 - Both good and poor

4 - Good

5 - Very good

Please explain your rating and provide any suggestions for improving the search functionality, including downloading of search results: [Free text response] – [All respondents](#)

11. If you have ever used the PDF/print function in ERA, how would you rate your experience? – [All respondents](#)

0 - Not applicable

1 - Very poor

2 - Poor

3 - Both good and poor

4 - Good

5 - Very good

Please explain your rating and provide any suggestions you have for improving the PDF versions of the Records Schedule or Transfer Request: [Free text response] – [All respondents](#)

12. If you have used the notifications available in ERA, how would you rate your experience? – [All respondents](#)

0 - Not applicable

1 - Very poor

2 - Poor

3 - Both good and poor

4 - Good

5 - Very good

Please explain your rating: [Free text response] – [All respondents](#)

13. If you do not use notifications in ERA, why not? – [All respondents](#)

- Do not know that they exist
- Too hard to set up
- Was getting too many messages

Other, please explain [free text response]

14. How would you like notifications to work in ERA? Please be as specific as possible. [Free text response] – [All respondents](#)

15. Do you have any other comments or suggestions you would like to make about ERA? [Free text response] – [All respondents](#)

AC BPR Preparation Project Survey: Publicity Package

Pre-notice: September 13

Subject: ERA User Data Call

The National Archives and Records Administration (NARA) seeks input from Electronic Records Archives (ERA) users to help improve the system. You are receiving this email because you have an ERA account. We will be sending out a survey to all ERA account holders in a few weeks asking about experiences using the records schedule function, Transfer Request, search capabilities, printing, and notifications. We will also seek your suggestions for improving ERA. The information will be used to identify and prioritize potential ERA upgrades. This survey is your chance to let us know what changes you would like to see.

You should expect a link to the survey in a few weeks.

Please contact Andrea.Riley@nara.gov with any questions.

Cover Letter/Introduction to the Questionnaire: TBD
Subject: ERA User Data Call

The National Archives and Records Administration (NARA) seeks input from Electronic Records Archives (ERA) users to help improve the system.

This e-mail contains a link to the questionnaire. It will take less than 30 minutes to complete. For your reference, we attach a PDF copy of the questionnaire.

The survey asks about experiences using the Records Schedule, Transfer Request, search capabilities, printing, and notifications, and seeks suggestions for how to make it better. The information will be used to identify and prioritize potential improvements to ERA, so this is your chance to let us know what changes you would like to see.

To begin the questionnaire, please click on the following address: **[ENTER WEB ADDRESS]**. If this link does not work, you may copy and paste the address into your web browser to begin the questionnaire.

The survey closes October **X**, 2016. We appreciate your participation!

Please contact Andrea.Riley@nara.gov with any questions.

NOTE: A copy will not be sent to staff because staff are also recipients of the survey.

Follow-up notice: TBD
Subject: ERA User Data Call

Have we heard from you? On September X, the National Archives and Records Administration (NARA) sent a questionnaire eliciting input from agencies about their experiences with the Electronic Records Archive and suggestions for improvement.

We look forward to receiving your input if you have not already responded. So far we have received ____ completed questionnaires. We would like to receive at least ____ more. We look forward to hearing from many more of you!

If you already responded to this questionnaire, thank you for participating!

If you have not already responded, you still have time to participate! This survey ends on October X. Please begin this short questionnaire by clicking on the following address: [INSERT WEB ADDRESS]. If this link does not work, you may copy and paste the questionnaire web address into your web browser.

We appreciate your participation.

Please contact Andrea.Riley@nara.gov with any questions.