

User Experience Research and Roadmap Project Survey - HistoryHub - 2018 - Survey Questions

Base questions

1. Which of the following best describes you?
 - a. Veteran or Veteran's family
 - b. Genealogist or family historian
 - c. Researcher
 - d. Museum visitor
 - e. History enthusiast
 - f. Primary or secondary school educator
 - g. Student
 - h. Graduate student
 - i. Government employee (local, state, or Federal)
 - j. Journalist
 - k. Author/Writer
 - l. Attorney
 - m. University Professor
 - n. Documentarian
 - o. Developer (software, web, applications, etc.)
 - p. Citizen archivist
 - q. Other, please specify:
2. How often do you use the following social media platforms? (0= not active on this social media platform, 1 = never, 2 = several times per month, 3 = several times per week, 4 = everyday, 5 = multiple times per day)
 - a. ☐ Facebook
 - b. ☐ Twitter
 - c. ☐ LinkedIn
 - d. ☐ Instagram
 - e. ☐ Pinterest
3. Do you follow any NARA social media accounts? [Check all that apply.]
 - a. usnatarchives on Twitter
 - b. usnationalarchives on Facebook
 - c. usnatarchives on Instagram
 - d. usnatarchives on Pinterest
 - e. ourpresidents on Twitter
 - f. todaysdocument on Twitter
 - g. Others, please specify
4. Is there a National Archives facility nearby (within 2 hours driving distance) that you can visit for in-person research?
 - a. Yes

- b. No
 - c. Not aware
- 5. Have you ever done in-person research at one of NARA's research facilities?
 - a. No
 - b. Yes (If so, which one(s)?)[open text]
- 6. Please rate the quality of materials and/or resources available on Archives.gov to help you plan your research?
 - a. Not helpful at all
 - b. Not very helpful
 - c. Neutral
 - d. Very helpful
 - e. Extremely helpful
 - f. Did not use any materials and/or resources available on Archives.gov
- 7. How would you rate the overall helpfulness of finding digital images of NARA records on Archives.gov?
 - a. Not at all helpful
 - b. Not helpful
 - c. Neutral
 - d. Helpful
 - e. Very helpful
- 8. How important is the ability to conduct research online as opposed to in-person research?
 - a. Not at all important
 - b. Slightly important
 - c. Important
 - d. Very important
- 9. How important is the ability to access digitized records for your research purposes?
 - a. Not at all important
 - b. Slightly important
 - c. Important
 - d. Very important
- 10. What type of digitized records are you most interested in? [open text]

History Hub user questions

- 1. How frequently do you visit History Hub (History.gov)?
 - a. I've only visited once
 - b. Daily
 - c. Weekly
 - d. Monthly
 - e. Every few months
 - f. Every 6 months or less
- 2. How did you find out about History Hub?

- a. Google search
 - b. Link from Archives.gov
 - c. Referral from a colleague/friend
 - d. Email newsletter
 - e. Facebook
 - f. Twitter
 - g. Other, please specify
3. What were you hoping to find on History Hub? [Open text.]
4. How did the site meet your expectations?
 - a. Much less than expected
 - b. Less than expected
 - c. Matched expectations
 - d. Exceeded expectations
 - e. Greatly exceeded expectations
5. What challenges have you faced when using History Hub? [Open text.]
6. What suggestions do you have to make History Hub better? [Open text.]
7. What tasks were you trying to accomplish on History Hub? [Open text.]
8. How successful were you at completing your task? [Please rate using the scale below.]
 - a. Very unsuccessful
 - b. Unsuccessful
 - c. Neutral
 - d. Successful
 - e. Very successful
9. Have you posted a question to History Hub?
 - a. Yes
 - b. No
10. If yes, please rate how satisfied you were with the help you received.
 - a. Very dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Very satisfied
11. Have you commented on a question in History Hub?
 - a. Yes
 - b. No
12. What History Hub community group are you most interested in?
 - a. Military Records
 - b. Legislative Records
 - c. Genealogists
 - d. Researchers Help
 - e. African American Records
 - f. Presidential Records

- g. American Indian Records
 - h. Transcribers/Citizen Archivists
 - i. Educators and Librarians
 - j. Remembering World War 1
 - k. Other, please specify
13. How useful do you find the overall History Hub community? Please rate using the scale below.
- a. Not at all useful
 - b. Not useful
 - c. Neutral
 - d. Useful
 - e. Very useful
14. Rate your satisfaction with using History Hub
- a. Very dissatisfied
 - b. Dissatisfied
 - c. Neutral
 - d. Satisfied
 - e. Very satisfied
15. Would you recommend History Hub?
- a. Yes
 - b. No
16. What topics are you most interested in? Please rate using the scale provided.
Scale: Very interested, Interested, Neutral, Uninterested, Very uninterested.
- a. Research or request veterans service records
 - b. Find founding documents (Declaration of Independence, Constitution, Bill of Rights)
 - c. Research other records (not veterans service records or founding documents)
 - d. Find records management information
 - e. Open government
 - f. Military Records
 - g. Legislative Records
 - h. Genealogy/Family History
 - i. Researchers Help
 - j. African American Records
 - k. Presidential Records
 - l. American Indian Records
 - m. American History
 - n. World War I
 - o. Intelligence Community Records
 - p. Other, please specify:
17. Is there anything additional you would like to share with us to help you do your research? [Open text.]
18. Are you interested in being part of a usability study to help the National Archives improve its services?

- a. No.
- b. Yes. If so, please provide your name and email address in the space provided.

Genealogy questions

Branch users who selected 'b' in Base Q1 or 'h' in History Hub Q16

1. Using the scale below, please rate the level of experience you have as a researcher.
 - a. No experience - N/A
 - b. Very inexperienced
 - c. Inexperienced
 - d. Neutral
 - e. Experienced
 - f. Very experienced
2. Have you conducted genealogy research on Archives.gov?
 - a. Yes
 - b. No
 - c. Not sure
3. If yes, what type of records have you attempted to find through the National Archives? (Check all that apply.)
 - a. African-American Research
 - b. Caring for your Family Archives
 - c. Census Records (1790-1940)
 - d. Chinese Immigration
 - e. Citing records in the National Archives of the United States
 - f. Congressional Records: Private Claims and Private Legislation
 - g. Court Records
 - h. Electronic Records for Genealogy or Other Personal Research
 - i. Ethnic Heritage Research and Resources
 - j. Federal Employees
 - k. Immigration Records
 - l. Income Tax Records of the Civil War Years
 - m. Internal Migration
 - n. Japanese Americans
 - o. Land Records
 - p. Maritime
 - q. Microfilmed Records
 - r. Military Records
 - s. Native American Records
 - t. Naturalization Records
 - u. Naval Records
 - v. Passenger Lists

- w. Passport Applications and Passport Microfilm
 - x. Post Office Records
 - y. Pre-Federal Records
 - z. Prisons
 - aa. Social Security Records
 - bb. State Department Records of Genealogical interest
 - cc. Tax Records
 - dd. Vital Records
 - ee. Women
 - ff. Other, please specify
4. Were you able to locate the records you were searching for?
 - a. Yes
 - b. No
 5. Using the scale provided below, please rate your overall experience conducting research on Archives.gov.
 - a. Poor
 - b. Fair
 - c. Good
 - d. Very good
 - e. Excellent
 6. Have you used the following sites? If so, how would you rate your experience with them?
(1=Poor to 5=Excellent or Never used)
 - a. Ancestry.com
 - b. Fold3.com
 - c. familysearch.org
 - d. Another genealogy site (please specify)
 7. Are there any special features on these sites that you find most useful in your genealogy research? [open text]
 8. What challenges have you faced when trying to conduct research on one of NARA's websites? [Open text.]?
 9. How can NARA support your research efforts better? [Open text.]
 10. What features are most important to you when conducting your research? [Open text.]
 11. What other archives have you used to conduct genealogical research online? [Open text.]
 12. Have you used the National Archives Catalog (catalog.archives.gov) to conduct research?
 - a. Yes
 - b. No
 - c. Not aware
 13. If yes, please rate the search and filtering options (especially in advanced search) available on the National Archives Catalog (catalog.archives.gov).
 - a. N/A
 - b. Very poor
 - c. Poor

- d. Average
 - e. Good
 - f. Very good
14. Are you interested in being part of a usability study to help the National Archives improve its services?
- a. No
 - b. Yes. If so, please provide your name and email address in the space provided.

Closing questions

To better understand our survey respondents, we ask the following questions. Note that the following questions are optional to answer.

1. How do you describe yourself? [optional]
 - a. Male
 - b. Female
 - c. Transgender
 - d. Do not identify as female, male, or transgender
 - e. Prefer not to answer
2. What is your age? [optional]
 - a. Under 18 years old
 - b. 18 to 24
 - c. 25 to 34
 - d. 35 to 44
 - e. 45 to 54
 - f. 55 to 64
 - g. 65 to 74
 - h. 75 to 84
 - i. 85+
 - j. Prefer not to answer
3. What is the highest degree or level of education you have completed? If currently enrolled, select the highest degree received. [optional]
 - a. High school graduate, diploma or the equivalent (for example: GED)
 - b. Some college credit, no degree
 - c. Trade/technical/vocational/associate training
 - d. Bachelor's degree
 - e. Graduate degree
 - f. Prefer not to answer