



NAC MVP: SUS Benchmark Survey - 2020 - Survey Questions

Introduction

When answering the following questions, consider your most recent visit to the National Archives Catalog website (catalog.archives.gov).

Base questions

1. **How recent was your last visit to the National Archives Catalog website?**

[Radio Buttons | Required]

- a. Today
- b. Yesterday
- c. Within the past week
- d. Within the past month
- e. Within the past year
- f. Other, please specify: *[Open Text]*

2. **Consider your most recent visit to the National Archives Catalog website. Which of the following best describes what your main goal was at the time?**

[Radio Buttons | Required]

- a. To find a specific document
- b. To find information about a specific person
- c. To find information about my family history
- d. To find information about a specific event
- e. To find information from a specific period of time

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- f. To contribute by tagging and transcribing records
- g. To learn something new
- h. Just curious
- i. Other, please specify: *[Open Text]*

3. **What was your specific goal?**

[Open Text | Required]

4. **What search terms did you use?**

[Open Text | Required]

5. **Were you able to accomplish your goal?**

[Radio Buttons | Required]

a. Yes

i. *[If Yes]* **Did you encounter any problems?** *[Open Text]*

b. No

i. *[If No]* **What prevented you from accomplishing your goal?** *[Open Text]*

c. Other, please specify: *[Open Text]*

6. **For each of the following statements, please select the option that best describes your reactions to your most recent visit to the National Archives Catalog website.**

[1 = Strongly Disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree | Required]

- a. I think that I would like to use the National Archives Catalog frequently.
- b. I found the National Archives Catalog unnecessarily complex.
- c. I thought the National Archives Catalog was easy to use.
- d. I think that I would need the support of a technical person to be able to use the National Archives Catalog.
- e. I found the various functions in the National Archives Catalog were well integrated.
- f. I thought there was too much inconsistency in the National Archives Catalog.

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- g. I would imagine that most people would learn to use the National Archives Catalog very quickly.
- h. I found the National Archives Catalog very cumbersome (awkward) to use.
- i. I felt very confident using the National Archives Catalog.
- j. I needed to learn a lot of things before I could get going with the National Archives Catalog.

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