

## 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