Survey questions for External Schedule Review (ESR) Website Survey

Browsing the Website

1. How satisfied are you with the general ease of browsing the website—this includes, but is not limited to, viewing all record schedules, selecting a records schedule, and viewing and opening the Appraisal Memo and other documents? (Please use the scale below.)
    a. Highly Satisfied
    b. Satisfied
    c. Dissatisfied
    d. Strongly Dissatisfied
2. What did you like about browsing the website and what could be improved? (Please use the comment boxes below accordingly to explain your answer.)
    a. What did you like about browsing the website? [comment box]
    b. What could be improved? [comment box]

Ability to Search on the Website

1. How satisfied are you with the ability to search on the website—this includes, but is not limited to, the ability to search for all schedules from different Federal agencies (i.e. Security and Exchange Commission, Department of Defense), and search for schedules open and/or closed for comment? (Please use the scale below.)
    a. Highly Satisfied
    b. Satisfied
    c. Dissatisfied
    d. Strongly Dissatisfied
2. What did you like about searching on the website and what could be improved? (Please use the comment boxes below accordingly to explain your answer.)
    a. What did you like about searching on the website?[comment box]
    b. What could be improved? [comment box]

Commenting

1. How satisfied are you with the ability to comment on the website—this includes, but is not limited to, selecting a schedule to comment on from the website's homepage, opening a comment form, submitting comments through the form, and adding an attachment (i.e. PDF, Word, etc.) to the form? (Please use the scale below.)
    a. Highly Satisfied
    b. Satisfied
    c. Dissatisfied
    d. Strongly Dissatisfied

2. What did you like about commenting on the website and what could be improved? (Please use the comment boxes below accordingly to explain your answer.)
   a. What did you like about the commenting process? [comment box]
   b. What could be improved? [comment box]

Subscribing to Alerts

1. How satisfied are you with the ability to subscribe and receive alerts on the website—this includes, but is not limited to, alerts whenever a new comment is posted about a schedule, and alerts when the National Archives and Records Administration (NARA) responds to comments on a schedule by posting a statement of concerns?
   a. Highly Satisfied
   b. Satisfied
   c. Dissatisfied
   d. Strongly Dissatisfied
2. What did you like about subscribing to alerts and what could be improved? (Please use the comment boxes below accordingly to explain your answer.)
   a. What did you like about subscribing and receiving alerts? [comment box]
   b. What could be improved? [comment box]

Help on the Website (Users can skip this question)

1. How satisfied are you with the ability to receive help on the website—that is, reviewing the FAQs, sending an inquiry to request.schedule@nara.gov and being provided with help/support on the issue(s) that needed attention?
   a. Highly Satisfied
   b. Satisfied
   c. Dissatisfied
   d. Strongly Dissatisfied
2. What did you like about the help offered and what could be improved? (Please use the comment boxes below accordingly to explain your answer.)
   a. What did you like about the help offered? [comment box]
   b. What could be improved? [comment box]

Using a Mobile Device to View the Website (Users can skip this question)

1. How satisfied are you with the ability to view and access the website through a mobile device—this includes, but is not limited to, browsing the site on a mobile device, viewing all schedules open for comment, selecting a schedule open for comment, opening and viewing an Appraisal Memo and other documents??

    a. Highly Satisfied
    b. Satisfied
    c. Dissatisfied
    d. Strongly Dissatisfied

2. What did you like about viewing and accessing the website on a mobile device and what could be improved? (Please use the comment boxes below accordingly to explain your answer.)
    a. What did you like about using a mobile device to view the website? [comment box]
    b. What could be improved? [comment box]

Thank you for participating in this pilot of our new process. You input will help NARA develop a better user experience for everyone when the final website goes live. We appreciate your time!