

Draft 2014 Records Management Customer Satisfaction Survey

May 15, 2014

1. Please identify your position.

- a) Records Officer
- b) Records Liaison Officer
- c) Administrative Officer
- d) File Custodian
- e) Other: _____

2. How long have you worked in records management with the Federal Government?

- a) Less than one year
- b) Between 1 - 3 years
- c) Three years or more

3. Is records management currently your primary or secondary responsibility?

- a) Primary
- b) Secondary

4. Has your agency submitted a records schedule for approval to NARA in FY13 or FY14?

- a) Yes
- b) No *[Answer skips question to 4.c]*
- c) I have never submitted a records schedule for approval. *[Answer skips question to 4.c]*

4.a The time NARA took to approve the submitted records schedule was satisfactory.

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree

4.b If you have used ERA to schedule records, how satisfied were you with the way that ERA functioned?

- a) Highly satisfied *[Answer skips question to 4.d]*
- b) Satisfied *[Answer skips question to 4.d]*
- c) Unsatisfied *[Answer skips question to 4.d]*
- d) Very unsatisfied *[Answer skips question to 4.d]*

4.c. My agency has not recently submitted records schedules to NARA because: (Please select all that apply.)

- a) My agency has recently submitted records schedules to NARA, so this question does not apply
- b) The current records schedules at my agency are adequate. *[Answer skips question to 5]*
- c) I have difficulty understanding NARA's scheduling process. *[Answer skips question to 5]*
- d) I have difficulty using ERA. *[Answer skips question to 5]*
- e) Other: Please specify _____ *[Answer skips question to 5]*

4.d I receive the monthly Registered Schedules Status Report from NARA.

- a) Yes
- b) No *[Answer skips question to 5]*

4.e Was this report helpful?

- a) Yes
- b) No

5. I have a good working relationship with my agency's NARA appraisal archivist.

- a) Yes
- b) No
- c) I do not know who my NARA appraisal archivist is.

[Answer skips question to 5c]

5.a What do you like or dislike about working with your NARA appraisal archivist? What could use improvement? Please specify: _____

5.b When I contact my agency's NARA appraisal archivist for assistance, I receive a timely response.

- a) Yes
- b) No

5.c How satisfied are you with NARA scheduling and appraisal services?

- a) Highly satisfied
- b) Satisfied
- c) Unsatisfied
- d) Highly unsatisfied

6. Are our communications clear?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree

7. If not, please tell us why so we can improve our communications. _____

8. Have you taken any of NARA's records management courses in FY13-FY14?

- a) Yes
- b) No

[Answer skips question to 8]

8.a How satisfied are you with NARA's records management training courses?

- a) Highly satisfied
- b) Satisfied
- c) Unsatisfied
- d) Highly unsatisfied

9. Have you viewed any of the training materials available on NARA's records management web site (e.g., briefings, web page, publications, etc.)

- a) Yes
- b) No

[Answer skips question 9]

9.a How satisfied are you with the training materials available on NARA's records management web site?

- a) High satisfied
- b) Satisfied
- c) Unsatisfied
- d) Highly unsatisfied

10. Do you have any comments about your satisfaction with NARA's records management services?

11. If you would like to speak to someone about anything mentioned in this survey, please include your email address. Note that this is purely optional. _____