

# Results from surveys on FRC Forum and BRIDG meetings

(results from 6/29/11 survey in **red**--47 respondents; results from 8/17/11 in **blue**--10 respondents)

## 1. How often do you attend the bimonthly FRC Forum and/or BRIDG meetings? (please circle one)

5-6 times a year: **22, 3**      3-4 times a year: **15, 3**      1-2 times a year: **5, 1**      This is my first time attending: **5, 3**

## 2. What do you like best about the meetings?

- "live" interaction
- New information that is disclosed
- They are very informative
- Update about the operations
- Keeping up-to-date on NARA initiatives
- Keeps one up to date on issues NARA is dealing with and what's coming up
- BRIDG meeting section of presentations
- Discuss matters important now
- Updated info on what NARA is doing
- Social interaction (face-to-face), opportunity to get out of the office (less distraction)
- Opportunity to network with RMs from other agencies. Hearing updates from NARA and talk to NARA staff in person
- New info and networking
- Stefani was very informative regarding facilities. DeVorse and Michael very informative.
- Information provided that includes guidance to help us do our job
- Speakers provide informative information about what is going on in the records community
- Share good information about the facility at Suitland
- Very informative
- Informative
- Receiving new and updated information
- The FRC Forum applies to me the most
- Learning what is new and changes
- NARA presentations on new policies and procedures. Networking opportunities
- Discussion of current RM/FRC issues
- FRC updates / NARA updates
- Updates on facility changes
- New updates, customer focus approach, friendly NARA personnel, account managers, presenters
- Updating on what is going on
- It keeps me up to date on what is happening in the industry and the government
- Central location
- The fact that we are kept informed with new technologies, upcoming events and activities within FRCs
- Briefings on all activities, networking, able to talk to NARA management
- Information provided, Q&A open forum
- FRC information and new training opportunities
- The interactive discussion
- Information dissemination and updates from FRC program
- Ability to learn about current issues
- Networking/leveraging other agencies. Meeting up with FRC staff
- Networking and information
- Training topics and focused presentations
- Informational exchange
- Info
- The information provided is invaluable
- Presenters, networking
- Succinctness
- Being updated with NARA proceedings and changes
- Being able to have a 1-1 face to face meeting with the FRC Account Manager
- Interaction with NARA, information sharing

- Updates at NARA to other agencies
- Interaction with NARA FRC staff and BRIDG meeting staff re: relevant RM issues

### 3. What do you like least about the meetings?

- Venue
- Time gap between FRC Forum and BRIDG Meetings
- The speakers either talk too low or too fast.
- No consistent offering of the meetings via telecon or online over the internet. The question and answer format is too intimidating, allow attendees to write questions on index cards
- The long delay between meetings
- No phone service
- It's info that can be transmitted via email. However the meeting allows for the transmittal of questions and answers.
- Occasional confusion to register
- No pre-distribution via email of powerpoints
- No coffee and donuts ☺
- Information flow is very one way. NARA to audience.
- Location
- Having to attend the meetings in person
- The meetings are not broadcasted over the internet
- No webcast
- Comments that do not relate to the topic at issue
- Transportation takes a lot of time to get here and return to work
- NARA's BRIDG and Forum meetings are outstanding.
- Venue

### 4. We are exploring different options for live remote access to the meeting (teleconference/streaming/webinar).

#### a. If we provided remote access, would you likely still attend in person?

Yes: 28, 6                      No: 5, 1                      Maybe: 14, 3

#### Comments:

- It helps me to get away from the office.
- Fortunately my office is located relatively near Archives I. But we may relocate to an office in FY12 that is not so convenient
- If agency would allow (classified facility)
- ["webinar" circled], maybe – occasionally
- Great idea
- Maybe, depends on topic

#### b. If we provided remote access, would others from your agency (e.g., staff in the DC area, staff in other regions, staff from offices other than records management) be likely to participate remotely?

Yes: 27, 6                      No: 6                      Maybe: 14, 4

#### Comments:

- Mostly from agency's headquarters
- Yes!
- If agency would allow it (classified facility)
- Presentations will need to be much more dynamic
- Maybe—telework days

**If “yes”, approximately how many staff from your agency might participate remotely?**

1-5 participants: 14, 3    6-10 participants: 10, 4    More than 10 participants: 3, 1

**5. Does your agency restrict use of certain social media platforms?**

Yes: 24, 8                      No: 20, 1                      Don't Know: 2

**If “yes,” which ones does your agency restrict?** YouTube: 13, 4    uStream: 9, 4    Twitter: 9, 3    Facebook: 12, 2    All: 2, 2

Comments:

- Some staff has access.
- Yes, but allows the use of most ones here.
- For personal or agency use?
- All are restricted at DoC
- Also looking to restrict “live meeting” type applications due to C&A issues (DoT)
- Some
- Yes and no
- All, I believe

**6. What topics would be of interest to you for future meetings?**

- 1) New reorganization of NARA – who does what. Explain the reorganization document. 2) Social media.
- Records preservation
- Standards, common records solutions
- NARA bucket schedule
- Webinar training
- ERA, big buckets
- NARA’s digitization services for interested federal agencies, vital records, SharePoint records management practice, electronic discovery, bucketing records schedules
- Changes in ARCIS or updates: discussion on transfer media and formats. NARA updates on the GRS, specifically – buckets. Issues with records transfers, incorrect usage of retention periods by agency. NARA inspections.
- E-Records, social media
- Records holding areas – process
- Email
- All topics
- NARA certification of storage facility
- Electronic media storage at FRCs
- You covered them (improvements on WNRC)
- Cloud records storage
- Successful social media application to include scheduling and disposition
- Latest trends in RM – i.e., barcoding @ FRC
- Electronic storage
- ARCIS update
- Electronic Record Management / ERA
- ARCIS – ERA interconnectivity?
- You’re meeting this area
- Progress in records management system
- Working with WNRC staff to create better and more reliable process
- ARCIS
- RM career development, coop/cog “Eagle Horizon” impacts, DoD standards and certification
- Training for NEW records officers and managers
- ARCIS, training program for FRC, overview of services available, affiliated archives
- Future of ARCIS
- Social media, email, NARA fee-based services
- Records Management services—specifically, creating file plans
- Best practices for cost containment

- ERA updates
- Vital records, establishing new program in agency self assesment, records schedules best practices
- E-records, software, information for successful email categorization for archiving

## 7. How might we encourage more networking among attendees at the meetings?

- Establish small agency group with contact info
- Allow other agencies to present new projects within their program that's been approved.
- Better time – once I get to office, it is hard to break and travel to Archives I for a 1-hr meeting especially when it takes 45 minutes travel time each way
- More informative/informal environment
- Serve refreshment or have a voluntary breakfast pre-meeting in the Fresh Markets (Charters) café (e.g. \$5 donation)
- Emails/fliers
- Include in the agenda a "time" to group us to discuss a topic. An example is discuss in group what is "working" in their records management
- Serve refreshments
- Different room
- All day with lunch and snack breaks on the side
- I.D. people with similar problems to one another
- Allow more networking time after session
- Outside vendor presents, vendor speakers
- Refreshments in between meetings
- The emails are great. It keeps everyone informed.
- Distribute list and contact info
- Networking pool sheet signup for topics of further interest
- Have meeting in a different setting from the theatre
- Focus groups
- Perhaps encourage cross-agency information management initiatives
- Coffee? "Church handshake" → turn to your left, turn to your right? Really have no ideas.
- Have a get-together c. 6 months – luncheon or dinner cruise
- Move meetings to be downtown or Archives II or other locations that allow for more commuting options
- Refreshments
- Events after work hours, partner with ARMA chapters
- A break with refreshments
- Breakout groups for clients with similar size holdings to share best practices
- Roundtable discussions—topic specific
- Do "break the ice" introductions at beginning of meeting (longevity, experience, etc.)
- Social session before or after event for breakfast or lunch (paid for by attendees)
- Room setup

## 7. Other comments or suggestions?

- Start the FRC Program meetings c. 9:30 AM! There's a big gap in time between the end of today's FRC Program meeting and the start of the BRIDG meeting
- I would like to hear from the appraisal branch, audiovisual, and special media staff of NARA.
- Annual distribution of inventory holdings at FRCs
- Keep up the good work – these meetings are very informative
- You're doing a good job addressing issues and being more transparent
- I know that things are in flux and processes are changing and moving forward, so keep up the great work!
- Need to task community to drive change: develop working groups or something of that ilk
- Thank you for these wonderful, most helpful meetings

## 9. Would you be willing to lead a discussion at a future BRIDG meeting (perhaps on a topic such as sharing best practices or lessons learned) that might be of interest to other agencies?

Yes: 1, 1

No: 25, 2

Maybe: 14, 6