

Records Management Customer Satisfaction Survey - 2018

1. What is your position?

- a) Records Officer
- b) Records Liaison Officer
- c) Administrative Officer
- d) File Custodian
- e) Other (please specify): [Text box]

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
- c) Neither primary nor secondary

4. To the best of your knowledge, has your agency submitted a records schedule for approval to NARA in FY 2016 and/or FY 2017?

- a) Yes [response skips to Q4a]
- b) No [response skips to Q4d]

4a I *personally* have submitted a records schedule for approval to NARA in FY2016 and/or FY2017.

- a. Yes [response skips to Q4b]
- b. No [response skips to Q4d]

4b. Please rate how satisfied you are with the time NARA took to approve the submitted records schedule.

- a) Very satisfied
- b) Satisfied
- c) Unsatisfied
- d) Very unsatisfied
- e) No opinion

4c. If you have personally used the Electronic Records Archives (ERA) to schedule records, how satisfied were you with the ease of ERA functions?

- a) Very satisfied [response skips to Q4e]
- b) Satisfied [response skips to Q4e]
- c) Unsatisfied [response skips to Q4e]
- d) Very unsatisfied [response skips to Q 4e]
- e) No opinion [response skips to Q 4e]

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

- a) The current records schedules at my agency are adequate.
- b) I have difficulty understanding NARA's scheduling process.
- c) I have difficulty using ERA.
- d) My agency is working on a new comprehensive or big bucket schedule that is still under development or review.
- e) Other (Please specify): [Text box]

4e. I do receive the monthly *Status Report of Records Appraisal Activity* from my NARA Appraisal Archivist.

- a) Yes
- b) No [response skips to Q5]
- c) This does not apply, as I do not have any unauthorized disposition cases, registered schedules, or changes to previously approved schedules in ERA. [response skips to Q5]

4f. Is 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. [response skips to Q5c]
- d) No comment [response skips to Q5c]

5a. Tell us about your interactions with your NARA appraisal archivist. (Please do not mention your NARA appraisal archivist by name.)

[Text box]

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

- a) Yes
- b) No

5c. Please rate how satisfied you are with NARA's scheduling and appraisal services.

- a) Very satisfied
- b) Satisfied
- c) Unsatisfied
- d) Very unsatisfied
- e) No opinion

6. Do you have any comments about your satisfaction with NARA scheduling and appraisal services?

[Text box]

7. Are the communications you receive from NARA's records management program clear (e.g., Records Express blog, RM communications email)?

- a) Strongly agree
- b) Agree
- c) Disagree
- d) Strongly disagree
- e) No opinion

8. Please tell us how we can improve our communications. [Text box]

9. My agency participates in the Annual Move process.

- a) Yes
- b) No [response skips to 10]
- c) I do not know what the Annual Move process is. [response skips to 10]

9a. Please rate how satisfied you are with the support you receive from NARA on the Annual Move process.

- a) Very satisfied
- b) Satisfied
- c) Unsatisfied
- d) Very unsatisfied
- e) No opinion

9b. How satisfied are you with NARA communications on the Annual Move process?

- a) Very satisfied

- b) Satisfied
- c) Unsatisfied
- d) Very unsatisfied
- e) No opinion

9c. Please tell us how we can improve the Annual Move process. [Text box]

10. Have you taken any of NARA's records management courses in FY 2016 and/or FY 2017?

- a) Yes
- b) No [response skips to Q11]

10a. Please rate how satisfied you are with NARA's records management training courses.

- a) Very satisfied
- b) Satisfied
- c) Unsatisfied
- d) Very unsatisfied
- e) No opinion

11. Have you viewed any of the training materials available on NARA's records management web site (e.g., such as briefings, web pages, publications, etc.)?

- a) Yes
- b) No [response skips to Q12]

11a. Please rate how satisfied you are with the training materials available on NARA's records management web site.

- a) Very satisfied
- b) Satisfied
- c) Unsatisfied
- d) Very unsatisfied
- e) No opinion

12. Please rate how satisfied you are with NARA's records management guidance products (e.g., bulletins, FAQs, and white papers)?

- a) Very satisfied [response skips to Q14]
- b) Satisfied [response skips to Q14]
- c) Unsatisfied [response skips to Q13]
- d) Very unsatisfied [response skips to Q13]
- e) No opinion [response skips to Q14]

13. If unsatisfied or very unsatisfied, how may NARA's records management guidance be improved?
[Text box]

14. Please share any general comments or suggestions you may have for NARA's records management program. [Text box]

15. If you would like to speak to someone about anything mentioned in this survey, please include your email address and a brief description of the topic you would like to discuss. Note that this is purely optional. [Text box]