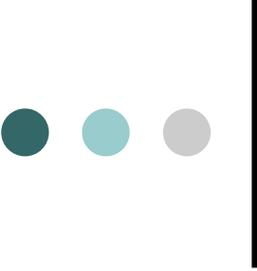


RM Services Customer Satisfaction Survey Results

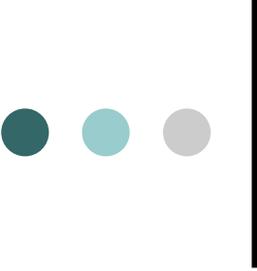
Stephanie Fawcett, NARA Northeast Region
Laura McHale, NARA Mid Atlantic Region

BRIDG Meeting
October 31, 2007



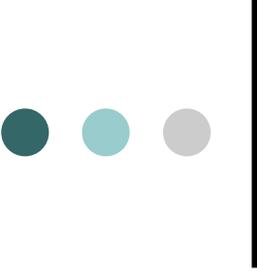
Overview

- Why is NARA doing this survey?
- How long has NARA been surveying RM services customers?
- How are we doing? (the results)
- What does NARA do with the survey results?
- Why should you, our customers, answer our annual survey?



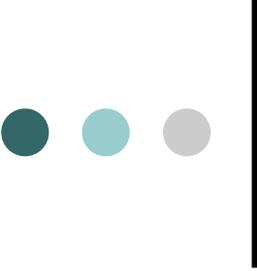
Background

- Started the customer satisfaction survey in FY2005
- Questions have changed over time
- Want to obtain feedback on NARA's RM services
- Goal is to reach all of our customers



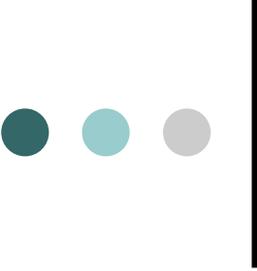
FY 2007 Survey

- This year we conducted two surveys
- Sent to target group based on the level of Agency scheduling activity
- Some questions posed to both groups
- Survey design offers pros and cons when analyzing the results



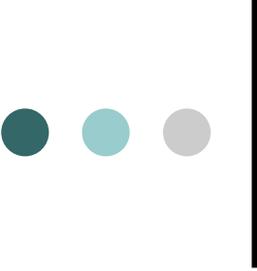
Questionnaire A: Demographics

- Sent to customers that had open schedule in NARA
- Response rate: 65%
- 83% of respondents reported working in RM in the Federal government more than 3 years
- 84% stated that RM is their primary responsibility



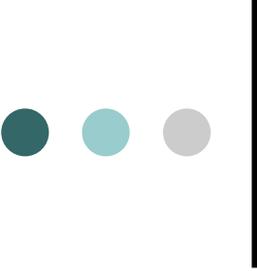
Results: Questionnaire A

- 80% answered that they are satisfied with appraisal and scheduling services
- Respondents are almost evenly split on whether the time to approve a schedule is satisfactory
- Most agree that communication is good but 27% report not receiving a monthly Registered Schedules Status Report



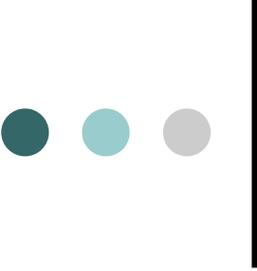
Questionnaire B: Demographics

- Sent to customers with no open schedules in NARA
- Response rate: 40%
- 77% of respondents reported working in RM in the Federal government more than 3 years
- 65% stated that RM is their primary responsibility



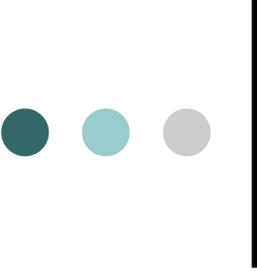
Results: Questionnaire B

- 55% reported familiarity with the scheduling process
- 59% are developing schedules for submission
- 45% stated that their current schedules are adequate



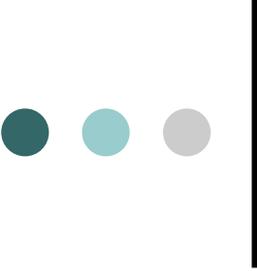
Results: Common Questions

- General Records Schedules (GRS)
- Electronic records guidance products
- RM Nationwide Training Program



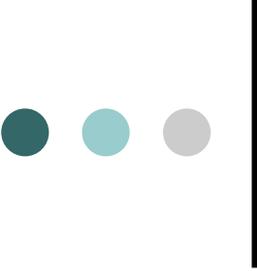
Results: General Records Schedules (GRS)

- 97% are familiar with the GRS
- 66% agreed that the GRS is comprehensive enough to meet their agency's needs
- 78% stated that the GRS was easy to work with



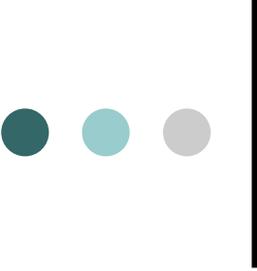
Results: Electronic Records Guidance Products

- 48% are familiar with NARA's Frequently Asked Questions (FAQs) about Instant Messaging
- 73% said that the guidance adequately covered the topic
- 65% agreed that the guidance addressed technologies used by their agency



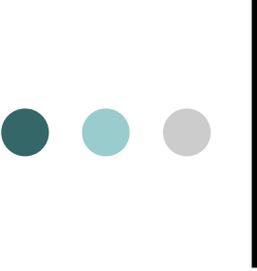
Results: Electronic Records Guidance Products

- 45% are familiar with NARA's FAQs about the Implications of Web Technologies for NARA Web guidance.
- 79% said that guidance adequately covered the topic.
- 79% stated that guidance addressed technologies used in their agency.



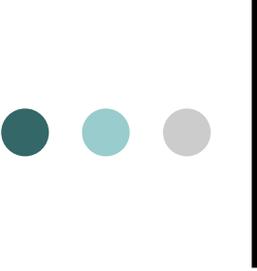
Results: NARA's Records Management Training

- 97% are aware of NARA's training program
- 99% said they were familiar with the courses offered.
- 67% stated their agency's staff participated in the training
- 79% agreed that the training met their agency's needs



Final Thoughts

- How can we improve this survey?
- What areas did we miss?
- What did you like about it?



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