

## National Archives Catalog Feedback Survey



### **Title: National Archives Catalog Feedback Survey**

#### **Introduction:**

We constantly strive to improve our online catalog and deliver a positive experience to our customers. We appreciate your taking the time to complete this short survey. Your feedback will help us identify and prioritize future enhancements to the catalog.

**If you are experiencing an error in the Catalog, please do not use this survey. Instead, please report it directly to the Catalog staff at [catalog@nara.gov](mailto:catalog@nara.gov).**

Thank you for your input! We look forward to your feedback.

#### **Questions:**

1. Is it your first time visiting the online Catalog? [Y/N]  
[Skip logic - if answer is no - not first time]  
How often do you use the Catalog? [multiple choice - pick one]
  - a. Hardly Ever (A few times a year or less often)
  - b. Occasionally (About once a month)
  - c. Frequently (A few times a month or more)[Skip logic - if answer is yes - skip to question 2]
2. Did you find what you were looking for today? [Y/N]  
[Skip logic - if answer is no]  
What were you unable to find? [open text comment box]  
[Skip logic - if answer is yes - skip to question 3]
3. Overall, how satisfied are you with the Catalog? [Likert scale 0 (very unsatisfied) -10 (very satisfied)]

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- a. Overall, how easy was it to use the Catalog? [Likert scale 0 (very difficult) -10 (very easy)]
  4. In what role or occupation do you use the Catalog? [multi select - limit to three selections]
    - a. Archivist
    - b. Educator - college or university
    - c. Educator / teacher - PreK-12
    - d. Genealogist / family historian
    - e. General interest / history enthusiast
    - f. Government employee - federal
    - g. Government employee - state, local, or other
    - h. Journalist / public interest
    - i. Librarian
    - j. Records manager
    - k. Researcher
    - l. Student - college or university
    - m. Student - PreK-12
    - n. Veteran
      - i. [Skip logic for Veteran - comment box]

What brings you to the Catalog?
  5. Do you contribute as a [Citizen Archivist](#)? [Y/N - skip logic to a/b]
    - a. If yes, how could your experience contributing be improved? [comment box]
    - b. If not, why not? [comment box]

[Additional text with link] Our Citizen Archivist program invites you to help make the records of the National Archives more searchable and accessible through tagging and transcription. Learn more at <https://www.archives.gov/citizen-archivist>.
  6. How likely are you to recommend the Catalog to your coworkers, classmates, family, or friends? [Likert scale 0 (not likely)-10 (very likely)]
  7. What improvements would you recommend to the Catalog? [comment box]
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*Close Out Message:*

Thank you for your feedback on the Catalog! We appreciate your time and comments.  
Please keep in touch with us.

- Questions? Email us at [Catalog@nara.gov](mailto:Catalog@nara.gov)
- [Subscribe to our Catalog Newsletter](#)
- [Join the Citizen Archivist Community Space and Conversation on History Hub](#)