

OMB Control No. 3095-0070. Expires 12/31/2026

1. In the past 3 months, what location(s) have you visited to conduct onsite research at the National Archives?

- ☐ National Archives at College Park, MD
- ☐ National Archives at Washington, DC
- ☐ National Archives at Atlanta, GA
- ☐ National Archives at Boston, MA
- ☐ National Archives at Chicago, IL
- ☐ National Archives at Denver, CO
- ☐ National Archives at Fort Worth, TX
- ☐ National Archives at Kansas City, MO
- ☐ National Archives at New York City, NY
- ☐ National Archives at Philadelphia, PA
- ☐ National Archives at Riverside, CA
- ☐ National Archives at San Francisco, CA
- ☐ National Archives at Seattle, WA
- ☐ National Archives at St. Louis, MO (skip to 2)
- ☐ Herbert Hoover Presidential Library and Museum
- ☐ Franklin D. Roosevelt Presidential Library and Museum
- ☐ Harry S. Truman Presidential Library and Museum
- ☐ Dwight D. Eisenhower Presidential Library and Museum
- ☐ John F. Kennedy Presidential Library and Museum
- ☐ Lyndon Baines Johnson Presidential Library and Museum
- ☐ Richard Nixon Presidential Library and Museum
- ☐ Gerald R. Ford Presidential Library
- ☐ Jimmy Carter Presidential Library and Museum
- ☐ Ronald Reagan Presidential Library and Museum
- ☐ George Bush Presidential Library and Museum
- ☐ William J. Clinton Presidential Library and Museum
- ☐ George W. Bush Presidential Library

**2. Select the room(s) you visited at the National Archives at College Park, MD:**

- ☐ Textual
- ☐ Microfilm
- ☐ Cartographic
- ☐ Still Pictures
- ☐ Moving Image and Sound
- ☐ Electronic

**3. How frequently do you visit NARA's research rooms?**

- ☐ Daily
- ☐ Regularly (several times a month)
- ☐ Periodically (a few times a year)
- ☐ Rarely (one or two prior research visits)
- ☐ This visit was your first research visit at NARA

## Appointment Scheduling

**4. In the past 3 months, what method(s) did you use for scheduling research appointment(s)?**

☐

Email

☐

Phone Call

☐

In Person

☐

Eventbrite.com

☐

Other (please specify):

## Appointment Scheduling

### 5. How satisfied were you with the appointment scheduling process?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Comments:

## Consultation

**6. In the past 3 months, did you contact a reference unit prior to your research visit(s)?**

☐ Yes

☐ No

**7. In the past 3 months, did you receive onsite consultation services from the staff during your research visit(s)?**

☐ Yes

☐ No

## Consultation

### 8. How satisfied were you with the consultation experience?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Comments:

## Researcher Registration

**For the next set of questions, we would like you to answer based on your most recent experience.**

**9. How far did you travel to visit this National Archives location?**

- ☐ Less than 50 miles
- ☐ 50-200 miles
- ☐ Over 200 miles

**10. How satisfied were you with the researcher registration process?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Comments:

## On-Site Visit

**11. Were you able to identify the records you needed?**

- ☐ All
- ☐ Some
- ☐ None

**12. Any additional feedback you would like to add?**

## On-Site Visit

13. **Were the records pulled prior to your appointment?**

☐ Yes

☐ No

## On-Site Visit

### 14. Which type(s) of records did you view during your visit?

- ☐ Records of Federal Agencies
- ☐ Court Records
- ☐ Congressional/Legislative Branch Records
- ☐ Presidential Records
- ☐ Other (please specify):

### 15. Did you request records to be pulled while on-site?

- ☐ Yes
- ☐ No

## On-Site Visit

**16. How satisfied were you with the records retrieval service you received from the National Archives?**

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

Comments:



Additional Feedback

18. How can we improve our services?

19. If you would like to discuss your suggestions for improving our services, please provide your contact information.

Name

Email Address

Phone Number

## DEMOGRAPHICS MODULE

**The National Archives is committed to delivering equitable and effective services for all. This section is designed to help NARA learn more about the individuals accessing onsite researcher services.**

20. I...

- ☐ want to complete this section to help NARA learn more about the individuals accessing onsite researcher services.
- ☐ prefer not to complete this section.

## DEMOGRAPHICS MODULE

21. What is your country of residence?

22. What is your home ZIP code (for US residents)?

23. What is your age?

- ☐ 14-20
- ☐ 21-30
- ☐ 31-40
- ☐ 41-50
- ☐ 51-60
- ☐ 61-70
- ☐ 70+
- ☐ I prefer not to say

24. What is the highest level of education you have completed?

- ☐ Some high school
- ☐ High School Diploma or GED
- ☐ Some college
- ☐ Associates degree (for example: AA, AS)
- ☐ Bachelor's degree (for example: BA, BS)
- ☐ Master's degree (for example: MA, MS, MEng, MEd, MSW, MBA)
- ☐ Professional degree beyond bachelor's degree (for example: MD, DDS, DVM, LLB, JD)
- ☐ Doctorate degree (for example, PhD, EdD)
- ☐ I prefer not to say

## BARRIERS MODULE

**The National Archives is committed to delivering equitable and effective services for all in compliance with Executive Order 14091, “Further Advancing Racial Equity and Support for Underserved Communities Through the Federal Government.” This section is designed to help us better barriers or limitations to accessing our onsite researcher services.**

25. I...

- ☐ want to complete this section to help identify and address barriers or limitations to accessing NARA's onsite researcher services.
- ☐ prefer not to complete this section.
- ☐ This section is not applicable to me.

**26. Do any of the following restrict or limit your ability to conduct onsite research at NARA [select all that apply]:**

- ☐ Lack of time
- ☐ Lack of translation/language services
- ☐ Lack of disability accommodations
- ☐ Business hours of NARA research facilities
- ☐ Lack of access to public transportation
- ☐ Lack of access to personal transportation (i.e car, bicycle, etc.)
- ☐ Lack of internet access in the home
- ☐ Unsure of what research NARA can support
- ☐ Other (please specify):

**The National Archives is committed to delivering equitable and effective services for all. This section is designed to help us better understand the extent to which we are reaching underserved populations as defined in Executive Order 14091, "Further Advancing Racial Equity and Support for Underserved Communities Through the Federal Government."**

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27. I...

- ☐ want to complete this section to help NARA better understand the extent to which onsite researcher services are accessible to underserved populations as defined in Executive Order 14091.
- ☐ prefer not to complete this section.
- ☐ This section is not applicable to me.

28. Do you identify as a member of any of the following groups?

(You may select more than one group. You do not need to give the specific identity you claim within a particular group.):

- ☐ Black, Latino, Indigenous and Native American, Asian American, Native Hawaiian, or Pacific Islander persons, or other persons of color
- ☐ Members of religious minorities
- ☐ Women and girls
- ☐ Lesbian, gay, bisexual, transgender, queer, and intersex (LGBTQI+) persons
- ☐ Persons with disabilities <https://www.whitehouse.gov/briefing-room/presidential-actions/2023/02/16/executive-order-on-further-advancing-racial-equity-and-support-for-underserved-communities-through-the-federal-government/>
- ☐ Persons who live in rural areas
- ☐ Persons who live in United States Territories
- ☐ Persons otherwise adversely affected by persistent poverty or inequality
- ☐ I prefer not to say
- ☐ Other (please specify):

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