
NA-2023 Request for Approval

Thu, Aug 24, 2023 at 10:00 AM

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

Submitter Information

Submitter Name

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Information Collection

Survey Title

National Archives and Records Administration Research Room Experience Feedback

Survey Purpose

Routinely collect customer feedback in support of NARA's Strategic Goal 2 Connect with Customers. This is related to a CX survey that will include multiple NARA offices.

Survey Audience

On-site researchers

Start Date

10/02/2023

End Date

09/30/2024

Survey Question(s): see attached instrument

Additional Information

We would like all onsite researchers to receive one survey by email for each research room they visited during a specific time period (maybe by quarter), but we want to limit responses to 1 per researcher per research room during that time period. E.g., researcher X cannot submit 14 surveys about RRFB in FY24Q1, but they can submit 1 survey about RRFB and another about RRSS in the same quarter.

PII Collected

No

Incentives Provided

No

Requires OMB Approval

Yes

OMB Request for Approval under the Generic Clearance**Type of Information Collection**

Customer Satisfaction Survey

Individuals or Households

5000

Private Sector

0

State, Local, or Tribal Governments

0

Federal Government

0

Participation Time

5

Burden Hours

416.666666666667

Federal Cost

0

Statistical Methods

No

Targeted Respondents

No

Sampling Plan

n/a

Administration of the Instrument

email

Survey URL

https://docs.google.com/document/d/1_xjN-GXCru6zIZcPb9F0Vp2zht0IN3ku0-JVOeW7VDc/edit

Interviewers

No

Certification

Yes

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