

National Archives Records and Administration Research Room Experience Feedback

OMB Control No. 3095-0070

Expires 1/31/2026

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

- a. National Archives in Washington, DC (skip to 2)
- b. National Archives in at College Park, MD (skip to 2 after you also select room(s))
 - i. Select the room(s) you visited:
 - 1. Textual
 - 2. Microfilm
 - 3. Cartographic
 - 4. Still Pictures
 - 5. Moving Image and Sound
 - 6. Electronic
- c. National Archives at Atlanta, GA
- d. National Archives at Boston, MA
- e. National Archives at Chicago, IL
- f. National Archives at Denver, CO
- g. National Archives at Fort Worth, TX
- h. National Archives at Kansas City, MO
- i. National Archives at Philadelphia, PA
- j. National Archives at Riverside, CA
- k. National Archives at San Francisco, CA
- l. National Archives at Seattle, WA
- m. National Archives at St. Louis, MO (skip to 2)
- n. Herbert Hoover Presidential Library and Museum
- o. Franklin D. Roosevelt Presidential Library and Museum
- p. Harry S. Truman Presidential Library and Museum
- q. Dwight D. Eisenhower Presidential Library and Museum
- r. John F. Kennedy Presidential Library and Museum
- s. Lyndon Baines Johnson Presidential Library and Museum
- t. Richard Nixon Presidential Library and Museum
- u. Gerald R. Ford Presidential Library
- v. Jimmy Carter Presidential Library and Museum
- w. Ronald Reagan Presidential Library and Museum
- x. George Bush Presidential Library and Museum
- y. William J. Clinton Presidential Library and Museum
- z. George W. Bush Presidential Library

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

- daily,
- regularly (several times a month),
- periodically (a few times a year), or
- rarely (one or two prior research visits)
- this visit was your first research visit at NARA

Pre-Visit Experience

3. How easy was it to find the information you needed to plan your visit?

- Very easy
- Easy
- Neutral
- Difficult
- Very difficult

4. Did the facility website (e.g., Archives.gov, Presidential Library website) provide sufficient information about the research process, including what to expect during your visit?

- Yes
- No
- N/A - Did not visit the website

5. What information could we have provided or what could we have done to make your **visit preparation** more efficient? [Open-End]

Appointment Scheduling

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

- Eventbrite.com
- Email
- Phone Call
- In Person
- Other (please specify)
- I did not make an appointment (if selected, skip next question)

7. How satisfied were you with the appointment scheduling process?

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

8. Do you have any other comments or suggestions about the **appointment scheduling process**?

- [Open-End]

Consultation

9. In the past 3 months, did you contact a reference unit prior to your research visit(s)? (Y/N)

10. In the past 3 months, did you receive onsite consultation services from the staff during your research visit(s)? (Y/N)

11. How satisfied were you with the consultation experience?

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

12. Do you have any other comments or suggestions about the **consultation process**?

- [Open-End]

INSERT DIALOGUE PAGE

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

13. Which of the following National Archives locations did you conduct onsite research at **most recently**?

- Insert location list from Q1 - single choice

14. Overall, how satisfied were you with your most recent research experience?

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

Researcher Registration

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

- Fewer than 50 miles
- 50-200 miles
- Over 200 miles

16. How satisfied were you with the process for obtaining (or renewing) a researcher card?

- Very satisfied
- Satisfied

- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

17. Do you have any other comments or suggestions about the **registration process**?

- [Open-End]

On-Site Visit

18. Were you able to identify the records you needed?

- All (skip to 19)
- Some (skip to 19)
- None (skip to 20)

19. Were the records pulled prior to your appointment?

- Yes
- No

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

- Yes (skip to 21)
- No (skip to 22)

21. 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

22. Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The services I received during my visit met or exceeded my expectations.						
I was treated fairly throughout NARA's onsite researcher services process.						
It was easy to conduct onsite						

research at NARA.						
I was able to receive on-site support when I needed it.						
NARA staff were friendly and helpful during my onsite research visit.						
My onsite research visit increased my trust in NARA.						

Additional Feedback

23. What specific changes would make your next research visit more effective or enjoyable?

- [Open-End]

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.

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

24. What is your country of residence?

- [Single-line text entry]

25. What is your age?

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

26. 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.

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

27. 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: _____

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](#).”

- ☐ 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.
- ☐ I prefer not to complete this section.
- ☐ This section is not applicable to me.

29. 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
- Other (please specify)
- I prefer not to say
- None of these

CLOSEOUT MESSAGE

Thank you for taking the survey! If you think of anything else you would like to share with us later, or would like to read more about this survey, visit us at <https://www.archives.gov/research/start/in-person-research-experience>

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