

**APPENDIX B  
SURVEY RESPONSES**

**SURVEY A**

**1. Demographics**

*Survey A, Questions 10-13*

		<b>Less than one year</b>	<b>Between one and three years</b>	<b>More than three years</b>	<b>Other</b>
10. How long have you been working in records management with the Federal government?	<b>2007:</b>	<b>3 (4%)</b>	<b>9 (12%)</b>	<b>62 (83%)</b>	<b>1 (1%)</b>

		<b>Less than one year</b>	<b>Between one and three years</b>	<b>More than three years</b>	<b>Other</b>
11. How long have you been working in records management with your current agency?	<b>2007:</b>	<b>7 (9%)</b>	<b>13 (17%)</b>	<b>54 (72%)</b>	<b>1 (1%)</b>

		<b>Primary</b>	<b>Secondary</b>
12. Is records management currently your primary or secondary responsibility?	<b>2007:</b>	<b>63 (84%)</b>	<b>12 (16%)</b>

		<b>0</b>	<b>1-5</b>	<b>6-10</b>	<b>11 or more</b>	<b>Don't Know</b>
13. How many SF 115s has your agency submitted to NARA during the past 12 months?	<b>2007:</b>	<b>12 (16%)</b>	<b>37 (49%)</b>	<b>8 (11%)</b>	<b>10 (13%)</b>	<b>8 (11%)</b>
	2006:	4 (5%)	59 (69%)	10 (12%)	10 (12%)	2 (2%)

## 2. Core Questions

### Survey A, Question 8

		Very satisfied	Satisfied	Dissatisfied	Very Dissatisfied
8. How satisfied are you with NARA scheduling and appraisal services?	<b>2007:</b>	<b>18</b> <b>(24%)</b>	<b>42</b> <b>(56%)</b>	<b>13</b> <b>(17%)</b>	<b>2</b> <b>(3%)</b>
	2006:	22 (26%)	44 (52%)	19 (22%)	0 (0%)

### Survey A, Question 1

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. The time it takes to approve a records schedule is satisfactory.	<b>2007:</b>	<b>4</b> <b>(5%)</b>	<b>29</b> <b>(39%)</b>	<b>16</b> <b>(21%)</b>	<b>18</b> <b>(24%)</b>	<b>8</b> <b>(11%)</b>
	2006:	7 (8%)	30 (35%)	33 (39%)	12 (14%)	3 (4%)

*Survey A, Question 2*

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
2. NARA staff keeps my agency informed about the progress of our records schedules throughout the approval process.	<b>2007:</b>	<b>17</b> <b>(23%)</b>	<b>29</b> <b>(52%)</b>	<b>9</b> <b>(12%)</b>	<b>3</b> <b>(4%)</b>	<b>7</b> <b>(9%)</b>
	2006:	16 (19%)	49 (57%)	16 (19%)	1 (1%)	3 (4%)

*Survey A, Question 3*

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
3. When my agency's staff contacts our NARA appraisal archivist for assistance, we receive a response that meets our needs.	<b>2007:</b>	27 (36%)	34 (45%)	6 (8%)	2 (3%)	6 (8%)
	2006:	28 (33%)	48 (56%)	5 (6%)	1 (1%)	3 (4%)

*Survey A, Question 4*

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
4. My agency's staff has a good working relationship with our NARA appraisal archivist.	<b>2007:</b>	<b>37</b> <b>(49%)</b>	<b>29</b> <b>(39%)</b>	<b>3</b> <b>(4%)</b>	<b>1</b> <b>(1%)</b>	<b>5</b> <b>(7%)</b>
	2006:	38 (45%)	38 (44%)	5 (6%)	1 (1%)	3 (4%)

Survey A, Question 5

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
5. My agency receives consistent guidance from NARA staff regarding records scheduling policy and procedures.	<b>2007:</b>	<b>24 (32%)</b>	<b>37 (49%)</b>	<b>9 (12%)</b>	<b>1 (1%)</b>	<b>4 (5%)</b>
	2006:	15 (18%)	54 (63%)	13 (15%)	0 (0%)	3 (4%)

Survey A, Question 6

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
6. When I have an open records schedule with NARA, I regularly receive the monthly Registered Schedules Status Report from NARA.	<b>2007:</b>	<b>15 (20%)</b>	<b>30 (40%)</b>	<b>18 (24%)</b>	<b>2 (3%)</b>	<b>10 (13%)</b>

## SURVEY B

### 1. Demographics

#### Survey B, Questions 1-3

		Less Than One Year	Between One and Three Years	More Than Three years	Other
1. How long have you been working in records management with the Federal government?	<b>2007:</b>	<b>4 (8%)</b>	<b>7 (14%)</b>	<b>39 (77%)</b>	<b>1 (2%)</b>
2. How long have you been working in records management with your current agency?	<b>2007:</b>	<b>8 (16%)</b>	<b>14 (28%)</b>	<b>28 (55%)</b>	<b>1 (2%)</b>

#### Survey B, Question 3

		Primary	Secondary
3. Is records management currently your primary or secondary responsibility?	<b>2007:</b>	<b>33 (65%)</b>	<b>18 (35%)</b>

### 2. Core Questions

#### Survey B, Question 4

		Extremely	Moderately	Minimally	Not At All
4. How familiar are you with NARA's records scheduling process?	<b>2007:</b>	<b>28 (55%)</b>	<b>18 (35%)</b>	<b>3 (6%)</b>	<b>2 (4%)</b>

*Survey B, Question 5*

		Yes	No	Don't Know
5. My agency is currently developing records schedules (SF 115s) for submission to NARA.	<b>2007:</b>	<b>30 (59%)</b>	<b>20 (39%)</b>	<b>1 (2%)</b>

*Survey B, Question 6*

Response Option	Number and Percentage of Responses
1. I am unaware of the National Archives and Records Administration.	0
2. I do not know who to contact within NARA regarding questions about scheduling records.	0
3. The current records schedules at my agency are adequate.	23 (45%)
4. My agency has enough space to adequately store our records and therefore does not see a need to produce new records schedules.	1 (2%)
5. I am not aware of any negative consequences to my agency resulting from not recently creating new records schedules.	0
6. My agency does not have the necessary resources to undertake scheduling records with NARA at this time.	6 (12%)
7. Records management is not a priority with my agency's management and program staff.	4 (8%)
8. I think NARA's records scheduling process is too complicated.	2 (4%)
9. I think NARA's records scheduling process takes too long.	1 (2%)
OTHER	17 (33%)

## QUESTIONS COMMON TO BOTH SURVEYS

### 1. General Records Schedule (GRS)

*Survey A, Question 7 and Survey B, Question 7*

		Strongly Agree	Agree	Disagree	Strongly Disagree
I am familiar with the General Records Schedules (GRS).	<b>2007-Survey A:</b>	<b>46</b> (61%)	<b>28</b> (37%)	<b>1</b> (1%)	<b>0</b> (0%)
	<b>2007-Survey B:</b>	<b>28</b> (55%)	<b>20</b> (39%)	<b>1</b> (2%)	<b>2</b> (4%)
	<b>2007 total:</b>	<b>74</b> (59%)	<b>48</b> (38%)	<b>2</b> (2%)	<b>2</b> (2%)

*Survey A, Questions 7b-c and Survey B, Questions 7b-c*

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The GRS is comprehensive enough to meet my agency's scheduling needs.	<b>2007-Survey A:</b>	<b>11</b> (15%)	<b>36</b> (49%)	<b>21</b> (28%)	<b>5</b> (7%)	<b>1</b> (1%)
	<b>2007-Survey B:</b>	<b>10</b> (21%)	<b>24</b> (50%)	<b>13</b> (27%)	<b>1</b> (2%)	<b>0</b> (0%)
	<b>2007 total:</b>	<b>21</b> (17%)	<b>60</b> (49%)	<b>34</b> (28%)	<b>6</b> (5%)	<b>1</b> (1%)
The GRS is easy to work with.	<b>2007-Survey A:</b>	<b>16</b> (22%)	<b>40</b> (54%)	<b>11</b> (15%)	<b>7</b> (10%)	<b>0</b> (0.0%)
	<b>2007-Survey B:</b>	<b>16</b> (33%)	<b>23</b> (48%)	<b>6</b> (13%)	<b>2</b> (4%)	<b>1</b> (2%)
	<b>2007 total:</b>	<b>32</b> (26%)	<b>63</b> (52%)	<b>17</b> (14%)	<b>9</b> (7%)	<b>1</b> (1%)

## 2. Electronic Records Guidance Products

### Survey A, Question 14 and Survey B, Question 8

		Yes	No
Are you familiar with NARA's <i>Frequently Asked Questions (FAQs)</i> about Instant Messaging?	<b>2007-Survey A:</b>	<b>46 (61%)</b>	<b>29 (39%)</b>
	<b>2007-Survey B:</b>	<b>14 (28%)</b>	<b>37 (73%)</b>
	<b>2007 total:</b>	<b>60 (48%)</b>	<b>66 (52%)</b>

### Survey A, Questions 14a-b and Survey B, Questions 8a-b

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The format of this guidance adequately covers the topic.	<b>2007-Survey A:</b>	<b>5 (11%)</b>	<b>29 (63%)</b>	<b>9 (20%)</b>	<b>0 (0%)</b>	<b>3 (7%)</b>
	<b>2007-Survey B:</b>	<b>3 (21%)</b>	<b>7 (50%)</b>	<b>2 (14%)</b>	<b>1 (7%)</b>	<b>1 (7%)</b>
	<b>2007 total:</b>	<b>8 (13%)</b>	<b>36 (60%)</b>	<b>11 (18%)</b>	<b>1 (2%)</b>	<b>4 (7%)</b>
This guidance addresses technologies currently in use at my agency.	<b>2007-Survey A:</b>	<b>5 (11%)</b>	<b>26 (57%)</b>	<b>10 (22%)</b>	<b>3 (7%)</b>	<b>2 (4%)</b>
	<b>2007-Survey B:</b>	<b>3 (21%)</b>	<b>5 (36%)</b>	<b>4 (29%)</b>	<b>1 (7%)</b>	<b>1 (7%)</b>
	<b>2007 total:</b>	<b>8 (13%)</b>	<b>31 (52%)</b>	<b>14 (23%)</b>	<b>4 (7%)</b>	<b>3 (5%)</b>

Survey A, Question 15 and Survey B, Question 9

		Yes	No
Are you familiar with NARA's <i>Frequently Asked Questions (FAQs) about the Implications of Recent Web Technologies for NARA Web Guidance?</i>	<b>2007-Survey A:</b>	<b>44 (59%)</b>	<b>31 (41%)</b>
	<b>2007-Survey B:</b>	<b>13 (26%)</b>	<b>38 (75%)</b>
	<b>2007 total:</b>	<b>57 (45%)</b>	<b>69 (55%)</b>

Survey A, Question 15a and Survey B, Question 9

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
The format of this guidance adequately covers the topic.	<b>2007-Survey A:</b>	<b>6 (14%)</b>	<b>30 (68%)</b>	<b>6 (14%)</b>	<b>0 (0%)</b>	<b>2 (5%)</b>
	<b>2007-Survey B:</b>	<b>4 (29%)</b>	<b>6 (43%)</b>	<b>1 (7%)</b>	<b>0 (0%)</b>	<b>3 (21%)</b>
	<b>2007 total:</b>	<b>10 (17%)</b>	<b>36 (62%)</b>	<b>7 (12%)</b>	<b>0 (0%)</b>	<b>5 (9%)</b>
This guidance addresses technologies currently in use at my agency.	<b>2007-Survey A:</b>	<b>8 (18%)</b>	<b>27 (61%)</b>	<b>6 (14%)</b>	<b>0 (0%)</b>	<b>3 (7%)</b>
	<b>2007-Survey B:</b>	<b>5 (36%)</b>	<b>6 (43%)</b>	<b>1 (7%)</b>	<b>0 (0%)</b>	<b>2 (14%)</b>
	<b>2007 total:</b>	<b>13 (22%)</b>	<b>33 (57%)</b>	<b>7 (12%)</b>	<b>0 (0%)</b>	<b>5 (9%)</b>

### 3. Training Services

*Survey A, Question 17 and Survey B, Question 11*

		Strongly Agree	Agree	Disagree	Strongly Disagree
I am aware of NARA's Records Management Training Program.	<b>2007-Survey A:</b>	<b>42 (56%)</b>	<b>31 (41%)</b>	<b>1 (1%)</b>	<b>1 (1%)</b>
	<b>2007-Survey B:</b>	<b>33 (65%)</b>	<b>16 (31%)</b>	<b>0 (0%)</b>	<b>2 (4%)</b>
	<b>2007 total:</b>	<b>75 (60%)</b>	<b>47 (37%)</b>	<b>1 (1%)</b>	<b>3 (2%)</b>

*Survey A, Question 17a and Survey B, Question 11a*

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
I am aware of the types of courses offered in the Training Program.	<b>2007-Survey A:</b>	<b>36 (49%)</b>	<b>36 (49%)</b>	<b>2 (3%)</b>	<b>0 (0%)</b>	<b>0 (0%)</b>
	<b>2007-Survey B:</b>	<b>25 (51%)</b>	<b>24 (49%)</b>	<b>0 (0%)</b>	<b>0 (0%)</b>	<b>0 (0%)</b>
	<b>2007 total:</b>	<b>61 (50%)</b>	<b>60 (49%)</b>	<b>2 (2%)</b>	<b>0 (0%)</b>	<b>0 (0%)</b>

*Survey A, Question 17b and Survey B, Question 11b*

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
My agency's staff has often participated in the Training Program.	<b>2007-Survey A:</b>	<b>26</b> <b>(35%)</b>	<b>28</b> <b>(38%)</b>	<b>15</b> <b>(20%)</b>	<b>0</b> <b>(0%)</b>	<b>5</b> <b>(7%)</b>
	<b>2007-Survey B:</b>	<b>9</b> <b>(18%)</b>	<b>19</b> <b>(39%)</b>	<b>13</b> <b>(27%)</b>	<b>3</b> <b>(6%)</b>	<b>5</b> <b>(10%)</b>
	<b>2007 total:</b>	<b>35</b> <b>(29%)</b>	<b>47</b> <b>(38%)</b>	<b>28</b> <b>(23%)</b>	<b>3</b> <b>(2%)</b>	<b>10</b> <b>(8%)</b>

*Survey A, Question 17d and Survey B, Question 11d*

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
The Training Program's courses address the needs of my agency.	<b>2007-Survey A:</b>	<b>22</b> <b>(30%)</b>	<b>34</b> <b>(46%)</b>	<b>7</b> <b>(10%)</b>	<b>1</b> <b>(1%)</b>	<b>10</b> <b>(14%)</b>
	<b>2007-Survey B:</b>	<b>15</b> <b>(31%)</b>	<b>26</b> <b>(53%)</b>	<b>2</b> <b>(4%)</b>	<b>1</b> <b>(2%)</b>	<b>5</b> <b>(10%)</b>
	<b>2007 total:</b>	<b>37</b> <b>(30%)</b>	<b>60</b> <b>(49%)</b>	<b>9</b> <b>(7%)</b>	<b>2</b> <b>(2%)</b>	<b>15</b> <b>(12%)</b>