



HISTORIC ENVIRONMENT RECORD USER SURVEY

We would be grateful if you would take the time to fill in this survey, designed to obtain feedback relating to the HER service available and to facilitate its ongoing improvement. Please tick one box for each question. All information is treated in the strictest of confidence.

1) How did you find out about us?

- Internet website (please specify which) _____
- Local press
- School or University
- Local Authority
- Museum or Record Offices
- Word of Mouth
- Other (Please specify) _____

2) How did you initially request the information you have received today?

- Visit to Dyfed Archaeological Trust Offices
- Email via Dyfed Archaeological Trust website
- Email via CARN
- Telephone
- Letter
- Other (Please specify) _____

3) How did you travel to the HER?

- Private Car
- Company Vehicle
- Public transport
- Other (please specify) _____

3a) How far have you travelled?

Less than a mile	<input type="checkbox"/>	31 – 40 miles	<input type="checkbox"/>
1 – 10 miles	<input type="checkbox"/>	41 – 50 miles	<input type="checkbox"/>
11 – 20 miles	<input type="checkbox"/>	51 – 100 miles	<input type="checkbox"/>
21 – 30 miles	<input type="checkbox"/>	more than 100 miles	<input type="checkbox"/>

4) How do you rate the following services (please tick one box for each option)

	Very good	Good	Reasonable	Poor	Very poor	N/A
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of information available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to computer facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workspace availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5) What type of HER enquiry best describes your own?

General public	<input type="checkbox"/>	Consultant	<input type="checkbox"/>
Amateur archaeologist/historian	<input type="checkbox"/>	Local Authority	<input type="checkbox"/>
Professional archaeologist/historian	<input type="checkbox"/>	Developer	<input type="checkbox"/>
Academic/Teacher	<input type="checkbox"/>	Student	<input type="checkbox"/>
Scientist	<input type="checkbox"/>	Local press/ media	<input type="checkbox"/>

6) What was the speed of response to your initial enquiry?

24hrs	<input type="checkbox"/>	2-3 weeks	<input type="checkbox"/>
Up to 1 week	<input type="checkbox"/>	3-4 weeks	<input type="checkbox"/>
1-2 weeks	<input type="checkbox"/>	More than 1 month	<input type="checkbox"/>

7) Has the information been provided in a format that is useful to you?

Yes
No (Please tell us how this could have been improved)

8) How useful was the HER information in answering your query?

Very useful
Adequate
Not very useful

9) To help us understand our audience, please tell us what age group are you in

Under 18	<input type="checkbox"/>	41-50	<input type="checkbox"/>
18-30	<input type="checkbox"/>	51-65	<input type="checkbox"/>
31-40	<input type="checkbox"/>	Over 65	<input type="checkbox"/>

10) Can you suggest any improvements to the HER service and facilities?

Today's date ____/____/____

Thank you for providing this feedback