

17. a) Do you feel that the Records Classification Guide meets department requirements
- b) Do you think that the Guide is being applied properly
- c) Do you feel that correspondence is being properly classified for filing
- d) Do you frequently disagree with respect to the classification of a subject or of particular communications
18. a) How do you formulate a request to Registry -

| by File No. | By subject & by date or approx. date | By Subject | By telegram, document, etc. No. and/or date |
|-------------|--------------------------------------|------------|---|
| % | % | % | % |

- b) How do you direct a request to Registry
19. a) Has the response time from Registry been satisfactory with respect to your various requirements, ranging from immediate to several days
- b) What per cent of the time has the material provided by Registry met with your complete satisfaction at first response
20. How often does a problem require access to information in written form
- in under one hour _____ %
 - in less than half a day _____ %
 - within 24 hours _____ %
 - within two days _____ %
 - within a week _____ %
 - over a week _____ %