

1-761 (Rev. 07/26/2007)

**FEDERAL BUREAU OF INVESTIGATION  
CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION  
2007 CUSTOMER SATISFACTION SURVEY  
INTEGRATED AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM (IAFIS)  
AND CRIMINAL HISTORY BIOMETRIC IDENTIFICATION SERVICES**

1. Check the box that indicates the type of agency by which you are employed.
  - Local Law Enforcement Agency
  - State Law Enforcement Agency
  - Federal Law Enforcement Agency
  - Subsidiary Federal Law Enforcement Agency
  - State Criminal History Repository
  - Other
  
2. Check the appropriate box indicating whether your agency electronically submits criminal fingerprints.
  - Yes. Responses are within two hours from the time of submission.
  - Yes. Responses are not received in less than two hours from the time of submission.
  - No. Criminal fingerprints are not electronically submitted by my agency.
  
3. Check the appropriate box indicating whether your agency electronically submits civil/applicant fingerprints.
  - Yes. Responses are always within twenty-four hours from the time of submission.
  - Yes. Responses are not always received in less than twenty-four hours from the time of submission.
  - Yes. Responses are never received in less than twenty-four hours from the time of submission.
  - No. Civil/applicant fingerprints are not electronically submitted by my agency.

Under the Paperwork Reduction Act, a person is not required to respond to a collection of information unless it displays a valid OMB control number. We try to create forms and instructions that are accurate, can be easily understood, and which impose the least possible burden to you to provide us with information. The estimated average time to complete the survey is four minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this form more simple, write to the CAU, CJIS Division, FBI, 1000 Custer Hollow Road, Clarksburg, WV 26306.

4. Check the appropriate box indicating whether your agency submits paper criminal fingerprint cards.

- Yes. Responses are within two weeks from the time of submission.
- Yes. Responses are two - three weeks from the time of submission.
- Yes. Responses are more than three weeks from the time of submission.
- No. Paper criminal fingerprint cards are not submitted by my agency.

5. Check the appropriate box indicating whether your agency submits paper civil/applicant fingerprint cards.

- Yes. Responses are within two weeks from the time of submission.
- Yes. Responses are two - three weeks from the time of submission.
- Yes. Responses are more than three weeks from the time of submission.
- No. Paper civil/applicant fingerprint cards are not submitted by my agency.

6. Check the statement that best reflects your agency's request to FBI CJIS for fingerprint cards.

- My agency's request for FBI fingerprint cards is processed by FBI CJIS in a timely manner.
- My agency's request for FBI fingerprints cards is not processed by FBI CJIS in a timely manner.
- My agency obtains its supply of FBI fingerprint cards from another source, e.g., state repository.
- My agency does not use FBI fingerprint cards.

7. The fingerprint cards received from the CJIS Division are of high quality.

- True
- False

8. The formats for the following documents are easy to understand.

8a. Criminal History Record

- True
- False

8b. Submission Results Electronic

- True
- False

8c. Fingerprint Card Reject Form

- True
- False

8d. Criminal History Record Update Reject Form

- True
- False

8e. Want Notification

- True
- False

8f. Flash/Cancellation Form (I-12)

- True
- False

9. The CJIS Division's Want Notification Process is sufficient.

- True
- 10.  False

10. Check the box that describes your agency's criminal history record updates.

- My agency submits criminal history record updates, e.g., dispositions, expungements, etc. to the CJIS Division which ARE updated in an adequate amount of time.
- My agency submits criminal history record updates, e.g., dispositions, expungements, etc. to the CJIS Division which ARE NOT updated in an adequate amount of time.
- My agency receives criminal history record updates, e.g., dispositions, from agencies within my state.

11. My agency has a backlog in criminal history record updates, e.g., dispositions.

- Yes
- 12.  No

12. My agency is interested in electronically submitting criminal history record updates, e.g., dispositions, expungements, to the CJIS Division.

- Yes
- No
- Check all that apply. My agency has contacted the FBI CJIS IAFIS Customer Service

personnel and found them to be:

- Able to assist
- Efficient
- Professional
- My agency has not contacted FBI CJIS IAFIS Customer Service Personnel.

14. Mark the appropriate box to indicate whether a representative(s) from your agency received IAFIS/Criminal History-related training from the FBI CJIS Division.

- Yes
- No. A representative(s) from my agency has not received IAFIS/Criminal History-related training from the FBI CJIS Division. (proceed to question # 17)
- No. My agency was unaware that the FBI CJIS Division provided IAFIS/Criminal History-related training. (proceed to question # 17)

15. The FBI CJIS Division's IAFIS/Criminal History-related training was satisfactory.

- |                            |                            |                            |                            |                            |                              |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|------------------------------|
| Strongly Disagree          |                            | Agree                      |                            | Strongly Agree             |                              |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> N/A |

Please make any suggestions for improvement:

16. My agency is interested in the FBI CJIS staff providing training related to submission procedures for fingerprint or criminal history information.

- Yes
- 17.  No

17. My agency is interested in receiving training from the CJIS Division staff related to submission procedures for fingerprint or criminal history information in the following areas:

- |  |   |
|--|---|
| <input type="checkbox"/> Obtaining legible fingerprints        | <input type="checkbox"/> Fingerprint submission |
| <input type="checkbox"/> Criminal history document submission  | <input type="checkbox"/> Dispositions           |
| <input type="checkbox"/> Criminal history modification         | <input type="checkbox"/> Flash notices          |
| <input type="checkbox"/> Understanding EFTS                    | <input type="checkbox"/> Expungements           |
| <input type="checkbox"/> Criminal History (RAP Sheet) training | <input type="checkbox"/> Other                  |
| <input type="checkbox"/> Not interested                        |   |

18. My agency participated in an FBI CJIS IAFIS/Criminal History-related audit during the last three years and the audit was beneficial.

Strongly Disagree                      Agree                      Strongly Agree  
 1                       2                       3                       4                       5                       N/A

19. Check the box to indicate whether your agency used the FBI CJIS Division Help Desk to address IAFIS technical matters.

- Yes
- No. The FBI CJIS Help Desk has not been needed. (proceed to question # 25)
- No. We were unaware that the FBI CJIS Help Desk exists. (proceed to question # 25)
- No. The FBI CJIS Help Desk is ineffective. (proceed to question # 25)

20. Indicate the length of time it took for the FBI CJIS Help Desk to resolve the issue(s) that your agency had.

- 1 day or less
- 2-3 days
- 4-5 days
- 6+ days

21. Was your initial call correctly directed?

- Yes
- No

22. Check the box to indicate whether your agency received a follow-up call from the FBI CJIS Help Desk staff after the IAFIS technical problem was resolved.

- Yes
- No

23. Check all of the applicable boxes that indicate why your agency used the FBI CJIS Help Desk.

- Communications/Networking problems
- Operational/System issues such as record and functionality related problems
- Software problems
- Hardware problems
- Other

24. The FBI CJIS Help Desk handles its telephone inquiries in a courteous and professional manner.

Strongly Disagree                      Agree                      Strongly Agree  
 1                       2                       3                       4                       5                       N/A

25. The CJIS Division's Fingerprint and Criminal History services are satisfactory.

Strongly Disagree                      Agree                      Strongly Agree  
 1                       2                       3                       4                       5                       N/A

26. Please provide additional comments or suggestions regarding existing or new IAFIS services.