

Survey

For State Points of Contact (POCs)



The FBI's Criminal Justice Information Services (CJIS) Division's National Instant Criminal Background Check System (NICS) Section is conducting a voluntary survey of a random sampling of State POCs and Partial State POCs. The NICS Section would like to utilize the feedback you provide to improve the customer service that we provide to you, our customer.

Please take a few minutes to complete this survey. This survey may be handwritten or typewritten and may be faxed, mailed, or e-mailed to the NICS Section at the following address or contact numbers:

Federal Bureau of Investigation
National Instant Criminal Background Check System Section
Enhancement, Development, Analysis, and Strategy Team
Module A-3
Post Office Box 4278
Clarksburg, WV 26302-4278
or
Fax to 1-888-550-6427
or
E-mail to nsnider@leo.gov

Thank you for participating in this survey.

NICS Annual Customer Satisfaction Survey For State Points of Contact (POCs)

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. The FBI NICS Section tries to create forms and instructions that are clear and accurate, can easily be understood, and which impose the least possible burden to you to provide us with information. The estimated average time to complete this survey is 48 minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this survey simpler, you can write to the FBI NICS Section, Post Office Box 4278, Clarksburg, West Virginia 26302-4278.

State NICS Liaison Specialists

1. How frequently do you or someone from your agency contact the State NICS Liaison Specialists?

- | | |
|---|---|
| <input type="checkbox"/> Daily
<input type="checkbox"/> Weekly
<input type="checkbox"/> Monthly | <input type="checkbox"/> Every few months
<input type="checkbox"/> Semi-annually
<input type="checkbox"/> Do not use (Skip to Question 7) |
|---|---|

2. How do you contact the State NICS Liaison Specialists? (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Telephone
<input type="checkbox"/> E-mail
<input type="checkbox"/> Other (please specify) _____ | <input type="checkbox"/> U.S. Postal Service
<input type="checkbox"/> Fax |
|--|--|

3. For what purpose do you contact the State NICS Liaison Specialists?

4. Please use the following scale to rate the State NICS Liaison Specialists':

1=Poor 2=Fair 3=Average 4=Good 5=Excellent 6=Not applicable

a. Ability to meet your needs.

1 2 3 4 5 6

b. Ability to answer your questions satisfactorily.

1 2 3 4 5 6

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State NICS Liaison Specialists

5. If you encountered a positive experience, please note what made it positive?

6. If you encountered a negative experience, please note what made it negative?

7. How often do the State NICS Liaison Specialists contact you?

- Daily
- Weekly
- Monthly

- Every few months
- Semi-annually
- Never

State NICS Liaison Specialists

8. In what areas do the State NICS Liaison Specialists provide assistance for you?

- Legal concerns and questions

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- System questions
- Statistics
- Policy and procedure
- General NICS information and interpretation
- Other (please specify) _____

9. Please use the following rating system to rate your experience with the State NICS Liaison Specialists:

1=Poor 2=Fair 3=Average 4=Good 5=Excellent 6=Not applicable

a. Professionalism

1 2 3 4 5 6

b. Updates regarding NICS changes that may affect your agency

1 2 3 4 5 6

c. Timeliness in resolving your issue

1 2 3 4 5 6

d. Courteousness

1 2 3 4 5 6

e. Overall satisfaction

1 2 3 4 5 6

State NICS Liaison Specialists

10. Are there any areas you wish the State NICS Liaison Specialists could help you with that are not currently provided?

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11. Do you have any comments or suggestions related to the State NICS Liaison Specialist?

POC Chat Sessions (Internet chats and teleconferences)

12. Have you participated in the POC chat sessions? (Internet chat sessions or teleconferences)

YES NO

12a. If you did not participate in the POC chats, please tell us why.

(skip to Question 13)

12b. If you have participated in the POC chats, how would you rate the helpfulness of the information provided during the chat?

1=Not beneficial 2=Slightly beneficial 3=Somewhat beneficial
4=Extremely beneficial 5=Not applicable

1 2 3 4 5

Legal Research and Analysis Team (LRAT)

13. Are you aware of the services that the LRAT provides to the states?

YES (If yes, which services?) NO

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14. Have you ever utilized the LRAT?

YES NO (Skip to Question 15)

14a. If you have utilized the LRAT, did you receive your response in a timely manner?

YES (Skip to Question 15) NO

14b. Please indicate how long it took for a member of the LRAT to respond to your request.

One day 2-3 days One week
 Other (please specify amount of time) _____

14c. When contacting the LRAT, which means do you find most beneficial?

Telephone E-mail Other

15. Did you know that information the LRAT provides is available for every state and territory on Law Enforcement Online (LEO)?

YES NO (Skip to Question 16)

15a. Have you accessed LEO to obtain the LRAT information such as terminology pages and pardon and restoration pages?

YES NO (Skip to Question 16)

Legal Research and Analysis Team (LRAT)

15b. How helpful was the information to you?

1=Not helpful at all
3=Somewhat helpful
5=Very helpful

2=Not helpful
4=Helpful

1 2 3 4 5

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15c. How would you rate the ability to retrieve the LRAT information from the LEO?

1=Difficult 2=Slightly difficult 3=Somewhat easy 4=Easy
5=Very easy

1

2

3

4

5

15d. In reference to the LRAT, what additional information would you like to see available via LEO?

POC Support Team

16. Are you aware of the services the POC Support Team provides?

YES (If yes, which services?)

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NO

17. Have you ever utilized the services of the POC Support Team?

YES NO (Skip to Question 24)

18. How frequently do you or someone from your agency contact a member of the POC Support Team?

Daily Weekly
 Monthly Every few months
 Semi-annually Do not contact

**19. What services have the POC Support Team provided for you?
(Please mark all that apply)**

Information-Sharing Sessions
 Telephone support for resolving transaction-related issues
 Online training sessions on LEO
 Other (Please specify)

POC Support Team

19a. If you have utilized Information-Sharing Sessions, which were most beneficial? (Check all that apply)

NICS 101
 NICS Index
 Immigration Queries
 Federal Prohibitors
 Voluntary Appeal File (VAF)
 Misuse
 Violent Gang and Terrorist Organization Files (VGTOF)
 Information Packets
 Other (Please specify)

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19b. Please explain why the selected sessions were beneficial?

**19c. Which Information-Sharing Sessions were the *least* beneficial?
(Check all that apply)**

- NICS 101
- NICS Index
- Immigration Queries
- Federal Prohibitors
- Voluntary Appeal File (VAF)
- Misuse
- Violent Gang and Terrorist Organization Files (VGTOF)
- Information Packets
- Other (Please specify)

POC Support Team

19d. Please explain why the selected Sessions were *not* beneficial?

20. Was there anything new from the Information-Sharing Sessions or from any contact with the POC Support Team that you learned or was clarified that changed the way your agency does business?

- YES NO (Skip to Question 21)

20a. Please explain:

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21. Please use the following rating system to rate your experience with the POC Support Team:

1=Poor 2=Fair 3=Average 4=Good 5=Excellent 6=Not applicable

a. Professionalism

1 2 3 4 5 6

b. Presentation Skills

1 2 3 4 5 6

c. Helpfulness in resolving/clarifying your concerns.

1 2 3 4 5 6

POC Support Team

d. Courteousness

1 2 3 4 5 6

e. Overall satisfaction

1 2 3 4 5 6

22. Please list any items the POC Support Team could assist you with that are not currently provided.

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23. Do you have any comments or suggestions related to the POC Support Team?

NICS Index Liaison Specialists

24. Has your agency contacted or been contacted by the NICS Index Liaison Specialists?

YES NO

25. Have the NICS Index Liaison Specialists resolved any items for your agency?

YES NO (Skip to Question 26)

25a. Please describe:

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25b. How timely was the response from the NICS Index Liaison Specialists?

- One day 2-3 days One week
 Other (please specify amount of time) _____

NICS Index Liaison Specialists

26. Please use the following rating system to rate your experience with the NICS Index Liaison Specialists:

1=Poor 2=Fair 3=Average 4=Good 5=Excellent 6=Not applicable

a. Professionalism

1 2 3 4 5 6

b. Updates regarding NICS changes that may affect your agency

1 2 3 4 5 6

c. Timeliness in resolving your concerns

1 2 3 4 5 6

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d. Courteousness

1 2 3 4 5 6

e. Overall satisfaction

1 2 3 4 5 6

27. Do you have any comments or suggestions related to the NICS Index Liaison Specialists?

Requests

**28. Would you like to receive any information on any of the following?
(Check all that apply)**

- State NICS Liaison Specialists
- LRAT Services
- POC Chats (POC Internet Chat Sessions or Teleconferences)
- NICS User Conference
- NICS Newsletters
- NICS E-mail Group
- LEO
- POC Support Team
- Scheduling a POC Support Team Information-Sharing Session
- POC Support Team Information-Sharing Classes Catalog
- Online Training Sessions on LEO
- NICS Index Liaison Specialists
- Other _____

29. How would you like us to send this information to you?

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Please provide any additional comments:

Thank you for your participation in this survey.