

NICS Annual Customer Satisfaction Survey For Federal Firearms Licensees (FFLs)



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 FFLs. 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.

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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 45 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.

General Questions about the NICS Section

1. How frequently does your business contact the NICS Section Customer Service? (*not the Contracted Call Center for the initiation of background checks*)

- | | |
|--|---|
| <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 NICS Section (*not the Contracted Call Center*)? (check all that apply)

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

3. If you contact the NICS Section Customer Service, what was the purpose of your contact? (Check all that apply)

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Status Checks | <input type="checkbox"/> Questions |
| <input type="checkbox"/> VAF Check | <input type="checkbox"/> Enrollment |
| <input type="checkbox"/> To make a complaint | |
| <input type="checkbox"/> Initiate a background check when the Contracted Call Center is busy | |
| <input type="checkbox"/> Other (please specify) _____ | |

4. How would you rate your interactions with the NICS Section?

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

- 1 2 3 4 5 6

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General Questions about the NICS Section

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

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

FFL NICS Liaison Specialist

7. How often has your business contacted the FFL NICS Liaison Specialist?

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- Daily
- Weekly
- Monthly

- Every few months
- Semi-annually
- Never (If never, skip to Question 12)

8. In what areas did the FFL NICS Liaison Specialist assist you?

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

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 business

1 2 3 4 5 6

c. Timeliness in resolving your concern

1 2 3 4 5 6

d. Courteousness

1 2 3 4 5 6

e. Overall satisfaction

1 2 3 4 5 6

FFL NICS Liaison Specialist

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10. Are there any services the FFL NICS Liaison Specialist could assist you with that are not currently provided?

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

NICS E-Check

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12. Are you currently enrolled in the NICS E-Check?

YES NO (Skip to Question 19)

13. How would you rate your experience with the NICS E-Check enrollment process?

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

a. Ease of enrollment

1 2 3 4 5 6

b. Length of time it takes to enroll

1 2 3 4 5 6

14. How would you rate the availability of the NICS E- Check?

1=Not reliable most of the time
2=Reliable some of the time
3=Reliable most of the time
4=Reliable all of the time
5=Not applicable

1 2 3 4 5

15. How satisfied are you with the user friendliness of the NICS E-Check?

1=Extremely dissatisfied 2=Dissatisfied 3=Somewhat dissatisfied
4=Satisfied 5=Extremely Satisfied

1 2 3 4 5

NICS E-Check

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16. What features of the NICS E-Check do you find difficult to use and why?

17. What features of the NICS E-Check do you find easy to use and why?

18. What services would you like to see added to the NICS E-Check?

Fax on Demand

19. Have you ever used Fax on Demand?

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YES NO (If no, skip to Question 23)

20. How would you rate your experience with Fax on Demand?

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

a. Ease of use

1 2 3 4 5 6

b. Timeliness

1 2 3 4 5 6

**21. What documents did you obtain via the Fax on Demand?
(check all that apply):**

- NICS Appeal Brochure
- NICS E-Check Enrollment Forms
- Guide for Obtaining Your FBI Identification Record
- NICS Voluntary Appeal File Brochure
- NICS Voluntary Appeal File Brochure (Spanish)
- NICS General Information

22. Are there any documents that are not currently located on Fax on Demand that you would like to be able to obtain through the Fax on Demand feature?

Requests

23. Would you like to receive information on any of the following?

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(Check all that apply)

- Fax on Demand
 FFL NICS Liaison Specialist
 Enrolling in the NICS E-Check
 Other _____

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

- Telephone Name _____
 Number _____
- By Mail Name _____
 Address _____

- E-mail Name _____
 E-mail _____
- Fax Name _____
 Number _____
- Other _____
- I do not wish to be contacted.

General

25. When you are transferred to the NICS Section personnel from the Contracted Call Center for a delayed transaction, would you prefer:

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- To be placed on hold for up to a few minutes while we research the transaction in an attempt to gain a final status while you are on hold.
- To be called back at a later time with the results.
- Other (Please specify)

26. If you are willing to hold, how long would you be willing to wait on the phone while we conduct research to attempt reach a final status:

- 1 minute 2 minutes 3 minutes 4 minutes
- 5 minutes Longer than 5 minutes Other _____

27. Do you have any other comments that would allow us to provide improved customer service?

General

28. The NICS Section strives to give our customers exceptional service every day in all areas. If you have received service that was below or above your normal expectations, we would like to hear about it.

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If you wish to comment on more than one employee, please provide their name, Brady Identification number, and describe the service they provided.

29. May we contact you regarding any of your concerns or answers?

YES NO

30. If you answered yes to Question 29, how do you wish to be contacted?

Telephone Name _____
 Number _____

By Mail Name _____
 Address _____

E-mail Name _____
 E-mail _____

Fax Name _____
 Number _____

Other _____

I do not wish to be contacted.

Please provide any additional comments:

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Thank you for your participation in this survey.