

**FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) DIVISION
2004 CUSTOMER SATISFACTION SURVEY
UNIFORM CRIME REPORTING (UCR) PROGRAM**

On a scale of 1 to 5, with 1 meaning strongly disagree and 5 meaning strongly agree, please indicate your level of agreement with the following statements concerning the FBI UCR Program. (Circle the appropriate response.)

| | | Strongly Disagree | | | Strongly Agree | |
|-----|---|-------------------|---|---|----------------|---|
| 1. | The FBI UCR Program staff are professional. | 1 | 2 | 3 | 4 | 5 |
| 2. | The FBI UCR Program staff are knowledgeable. | 1 | 2 | 3 | 4 | 5 |
| 3. | Data requests/inquiries are handled in a timely manner. | 1 | 2 | 3 | 4 | 5 |
| 4. | UCR data formats meet our needs. | 1 | 2 | 3 | 4 | 5 |
| 5. | The FBI UCR Program staff are helpful in narrowing and pinpointing my data request so I can accomplish my goals. | 1 | 2 | 3 | 4 | 5 |
| 6. | Routine initiatives and policies place a burden on my department's staff in processing UCR data. | 1 | 2 | 3 | 4 | 5 |
| 7. | Instructions have been provided to my agency for UCR data processing to ensure they meet FBI UCR policy standards. | 1 | 2 | 3 | 4 | 5 |
| 8. | Our agency/agencies had a UCR Quality Assurance Review (QAR) Audit. | 1 | 2 | 3 | 4 | 5 |
| 9. | The FBI UCR QAR Audit assisted our agency in identifying crime-reporting discrepancies. | 1 | 2 | 3 | 4 | 5 |
| 10. | The FBI UCR Program can help me with technical and statistical data needs. | 1 | 2 | 3 | 4 | 5 |
| 11. | Our agency would request assistance from the FBI UCR Program staff knowing they can help with statistical methodology and technical data needs. | 1 | 2 | 3 | 4 | 5 |
| 12. | The topics in the CJIS Division newsletter, <i>The CJIS Link</i> , are written in a way that is easy to comprehend. | 1 | 2 | 3 | 4 | 5 |

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 seven minutes. If you have comments regarding the accuracy of this estimate or suggestions for making this form more simple, write to the AGMU, CJIS Division, FBI, 1000 Custer Hollow Road, Clarksburg, WV 26306.

| | | | | | | |
|-----|--|---|---|---|---|---|
| 13. | The topics in <i>The CJIS Link</i> are written in a way that is interesting. | 1 | 2 | 3 | 4 | 5 |
|-----|--|---|---|---|---|---|

(over)

| | | | | | | |
|-----|---|---|---|---|---|---|
| 14. | The articles in <i>The CJIS Link</i> inform me of the many law enforcement support services offered by the CJIS Division. | 1 | 2 | 3 | 4 | 5 |
| 15. | Overall, the information in <i>The CJIS Link</i> is useful. | 1 | 2 | 3 | 4 | 5 |
| | Rate the level of satisfaction with the curriculum in: Strongly Dissatisfied Strongly Satisfied | | | | | |
| 16. | FBI's UCR (Summary) Training | 1 | 2 | 3 | 4 | 5 |
| 17. | FBI's National Incident-Based Reporting System (NIBRS) Training | 1 | 2 | 3 | 4 | 5 |
| 18. | Hate Crime Training | 1 | 2 | 3 | 4 | 5 |
| 19. | Rate your agency's overall level of satisfaction with the FBI UCR Program. | 1 | 2 | 3 | 4 | 5 |

Please completely answer the following questions, using additional sheets as needed.

20. What other topics/data would your agency like to see in future issues of *The CJIS Link*?
21. What can the FBI UCR Program staff do to improve the UCR data presentation?
22. How often would be ideal for you/your agency to receive training provided by the FBI UCR?
 Semiannually Annually Biannually Other
23. When the FBI provides UCR training, does it meet your training needs?
 Yes No
- If no, how can the FBI UCR Program training be improved?
24. What problem(s) does your agency face in submitting monthly crime data to the FBI UCR Program?
25. What part of the FBI UCR QAR Audit is most beneficial to your agency?

26. What additional data/tables would you like to see in FBI UCR publications?
27. What would your agency like to see included in a NIBRS publication?
28. Please share any other comments or suggestions you feel would improve the FBI UCR Program.

Please tell us about yourself. This information is optional and will not be used to identify a specific respondent. We may use the provided information for follow-up or clarification.

Your Name: _____

Position/Title: _____

Agency Name: _____

Telephone Number: _____

E-mail Address: _____

Thank you for your time in answering these questions.