

NSTS Satisfaction and Perception Online Survey

Thank you for taking the time to participate in the National Source Tracking System (NSTS) Satisfaction and Perception Survey. NSTS is a secure Web-based data system that helps the U.S. Nuclear Regulatory Commission (NRC) and the Agreement States track and regulate the medical, industrial, and academic uses of certain radioactive materials, from the time they are manufactured or imported to the time of their disposal or exportation.

The survey should take you no longer than 10 minutes to complete. Your comments on this survey will contribute to improving NRC's online submission process of radioactive materials.

1. Which best describes your organization or business category? (*Select one.*)

- | | |
|---|--------------|
| Manufacturer/Distributor licensee..... | 1 (CONTINUE) |
| Industrial Radiographer licensee..... | 2 (CONTINUE) |
| Panoramic irradiator licensee..... | 3 (CONTINUE) |
| Self-contained irradiator licensee..... | 4 (CONTINUE) |
| Radio surgery licensee..... | 5 (CONTINUE) |
| Agreement State..... | 6 (GO TO Q3) |
| NRC Region..... | 7 (GO TO Q3) |
| Other (please specify)..... | 8 (CONTINUE) |
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2. What best describes your industry? (*Select one.*)

- | | |
|-------------------------------|---|
| Academic/Education | 1 |
| Industrial/Manufacturing..... | 2 |
| Government/Military..... | 3 |
| Medical/Healthcare..... | 4 |
| Research | 5 |
| Other (please specify)..... | 6 |
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3. Which of the following methods best describes how you report to NSTS? (*Select one.*)

- | | |
|---|---------------|
| Primarily report online | 1 (CONTINUE) |
| Primarily report via email (Form 748)..... | 2 (GO TO Q11) |
| Primarily report via fax..... | 3 (GO TO Q11) |
| Report online and via fax..... | 4 (CONTINUE) |
| Report via email and fax | 5 (GO TO Q11) |
| Report online and via email (Form 748)..... | 4 (CONTINUE) |

4. How often do you use NSTS to report radioactive sources, including the annual reconciliation process? (*Select one.*)

- | | |
|---------------------------------------|---|
| 0 – 1 transactions annually | 1 |
| 2 – 4 transactions annually..... | 2 |
| 5 – 9 transactions annually..... | 3 |
| 10 or more transactions annually..... | 4 |

5. In your opinion, how much faster do you perceive online reporting to be than other reporting methods? (Select one.)

- 2 times faster1
- 5 times faster.....2
- 10 times faster.....3
- Not faster.....4

6. Please indicate your level of agreement with the following statements about **online reporting**. Online reporting . . . (1=strongly disagree, 2=disagree, 3=neither agree nor disagree, 4=agree, 5=strongly agree and don't know) RANDOMIZE

- Is faster than other reporting methods
- Is easier than other reporting methods
- Is more secure than other reporting methods
- Minimizes errors or follow up inquiries
- Improves accountability and inventory tracking
- Improves emergency responsiveness
- I don't perceive any differences between online reporting and faxing

7. Please indicate your level of agreement with the following statements about **online annual inventory reconciliation**. Online reconciliation . . . (1=strongly disagree, 2=disagree, 3=neither agree nor disagree, 4=agree, 5=strongly agree and don't know) RANDOMIZE

- Is faster than faxing or mailing
- Is easier than faxing or mailing
- Is more secure than faxing or mailing
- Minimizes errors or follow up inquiries compared to faxing or mailing
- I don't perceive any differences between online reconciliation and faxing or mailing

8. Overall, how satisfied are you with online reporting in NSTS? (Select one.)

- Very satisfied.....1
- Satisfied.....2
- Neither satisfied nor dissatisfied.....3
- Dissatisfied.....4
- Very dissatisfied.....5

9. What are the benefits to using online NSTS?

ASK Q10 ONLY IF "AGREEMENT STATE" IN Q1

10. Which statement best describes your state's approach to NSTS? (Select one.)

We proactively encourage licensees to get credentialed and report online.....	1
We neither encourage nor discourage licensees to get credentialed and report online.....	2
We see it as NRC's role to encourage licensees to get credentialed and report online.....	3

ASK Q11 ONLY IF REPORT TO NSTS VIA EMAIL OR FAX IN Q3

11. Please indicate the reasons for not using NSTS online to report transactions. (*Select all that apply.*) *RANDOMIZE*

- Started credentialing process but experienced problems
- Credentialing process seems difficult or time-consuming
- Found online system had a steep learning curve or was difficult to use
- Found online system more time consuming in certain situations
- Found little benefit to switch due to infrequent reporting
- Faxing works just fine so don't see any reason to switch
- Online reporting is not required so don't see any reason to switch
- Other (please specify)

THANK YOU FOR YOUR PARTICIPATION