

**REQUEST FOR REVIEW OF A CUSTOMER SATISFACTION SURVEY
UNDER GENERIC CLEARANCE**

TITLE OF SURVEY NSTS Satisfaction and Perceptions Study			OMB APPROVAL NUMBER 3150 - 0197
			REQUESTED RESPONSE DATE 08/29/2011
ESTIMATED NUMBER OF RESPONSES 992	BURDEN HOURS PER RESPONSE 0.166	TOTAL ESTIMATED BURDEN HOURS 165	ESTIMATED SURVEY COMPLETION DATE 09/26/2011

DESCRIPTION AND OBJECTIVES OF SURVEY

As part of the NRC's effort to ensure customer satisfaction, the attached survey will be used to assess stakeholder satisfaction with the National Source Tracking System (NSTS). The NSTS is a web-based database designed to track the life cycle of Category 1 and 2 radioactive sources regulated by the NRC and Agreement States. The responses will provide feedback for future system enhancements. The survey will be conducted online, in addition to being emailed to all licensees in the NSTS contacts with email addresses and Agreement State NSTS contacts with email addresses and will measure user and non-user satisfaction and perception of NSTS. The results will be benchmarked to demonstrate progress toward NSTS goals and to identify areas that can be used to demonstrate key NSTS benefits in outreach efforts.

The survey questions are simple and user friendly, asking only important but brief questions. The estimated burden is 165 hours for approximately 992 responses with an estimated burden per response of 10 minutes. The NRC is anticipating a 50% response rate for licensee contacts and 75% rate for Agreement State contacts. The survey will last for approximately 3 weeks. The survey will be accessible to participants on the Internet for 24 hours a day, 7 days a week, until the closing of the survey.

The survey will be announced to stakeholders through the NSTS website (<http://www.nrc.gov/security/byproduct/nsts.html>) and blog (<http://www.nrc.gov/security/byproduct/nsts/blog.html>).

The survey is expected to start on or about August 29, 2011, with an expected completion date on or about September 26, 2011.

OFFICE CONTACT (Name and Title) Irene Wu, Project Manager		TELEPHONE NUMBER 301-415-1951
OIS APPROVAL NRC Clearance Officer	SIGNATURE	DATE 08/08/2011

OMB APPROVAL

SIGNATURE OF OMB OFFICIAL	DATE
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