

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

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

**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) <b>Irene Wu, Project Manager</b>		TELEPHONE NUMBER <b>301-415-1951</b>
OIS APPROVAL NRC Clearance Officer	SIGNATURE	DATE <b>08/08/2011</b>

**OMB APPROVAL**

SIGNATURE OF OMB OFFICIAL	DATE
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