

## FinCEN Portal and FinCEN Query Performance Measure Survey FY 2013

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### Introduction

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The Financial Crimes Enforcement Network (often referred to as FinCEN) is committed to serving and satisfying their customers. FinCEN records indicate that your organization is authorized to access Bank Secrecy Act data by logging onto FinCEN's Portal and then linking to the FinCEN Query. We want to ask for feedback regarding your satisfaction with both the FinCEN Portal and FinCEN Query application.

The survey will take approximately 8 to 10 minutes to complete. Your answers are voluntary, but your opinions are very important. Your responses will remain anonymous and will only be reported in aggregate. If at any time you do not feel comfortable answering a question, you may choose not to answer. This interview is authorized by Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015.

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### Demographics/Usage

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Q1a. Please indicate your organization (Open-end)

Q1b. Which of the following best describes your organization? (Select one)

1. Federal Law Enforcement Agency
2. Federal Regulator
3. State/local Law Enforcement
4. State/local regulator
5. Other (specify)

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### FinCEN Portal Usability

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Q2. How long have you been using the FinCEN Portal? (Select one)

1. Less than one month
2. More than one month but less than six months
3. Six months or longer

Q3. Which best describes how frequently you log into the FinCEN Portal (Select one)

1. At least once a day
2. A few times a week
3. Once a week
4. Once a month
5. Once every few months
6. Every six months

Q4. What FinCEN Tools have you accessed on the FinCEN Portal? (Select all that apply)

1. FinCEN Query
2. User Reports
3. Secure Mail
4. Knowledge Library
5. Commercial Database
6. Training/Help
7. Manage My Account

Q5. What suggestions do you have for improving any of these FinCEN Tools? (Open ended)

On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate FinCEN’s Portal on the following. If a question does not apply, please select “N/A.”

- Q6. Ease of use
- Q7. Ease of accessing information
- Q8. Usefulness of Critical Announcements
- Q9. Usefulness of “What’s Happening”
- Q10. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with the FinCEN Portal?
- Q11. What suggestions do you have for improving FinCEN’s Portal? (Open-ended)

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### FinCEN Query Usability

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Q12. How long have you been using the FinCEN Query? (Select one)

1. Less than one month
2. More than one month but less than six months
3. Six months or longer
4. Never used FinCEN Query (TERMINATE SURVEY)

Q13. Which best describes how frequently you log into the FinCEN Query (Select one)

1. At least once a day
2. A few times a week
3. Once a week
4. Once a month
5. Once every few months
6. Every six months

The following questions ask about FinCEN Query. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate FinCEN Query on the following.

- Q14. Search Capabilities
- Q15. Ease of use
- Q16. Query response time

Several training components have been developed to help users with the FinCEN Query Tool. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the usefulness of each FinCEN Query Training Tool you have used. If you have not used one of the tools listed, select N/A.

- Q17. Web-Based Training
- Q18. Job Aids
- Q19. Online Help Training
- Q20. FinCEN Query Quick Reference Guide
- Q21. FinCEN Query User Manual

Q22. What suggestions do you have for improving FinCEN Query? (Open-ended)

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### Value/Impact of BSA Data

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On a scale from “1” to “10,” where “1” is “not at all useful” and “10” is “very useful,” please rate the value of the BSA data you access in FinCEN Query with respect to the following.

If a choice does not apply to you, please indicate N/A:

- Q23. Providing information previously unknown
- Q24. Supplementing or expanding known information
- Q25. Verifying existing information
- Q26. Helping you identify new leads
- Q27. Opening a new investigation or examination
- Q28. Supporting existing investigation or examination
- Q29. Providing information for investigative or examination report

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### User Support

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On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate FinCEN’s Application Help Desk Support on the following.

- Q30. Courtesy of representative
- Q31. Knowledge of the representative
- Q32. Timeliness of response
- Q33. Ability to resolve your problem/issue

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### Networking

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**(Only ask Q34 Law enforcement users – responses 1 or 3 from DemoQ1b).**

FinCEN has a program to notify FinCEN Query users or requesters when the names and identifiers of subjects queried, are matched to another query or FinCEN case from another law enforcement agency. This program is called Networking and is designed to ‘de-conflict’ cases where multiple agencies are investigating common subjects.

- Q34. Has FinCEN ever networked any of your cases to another agency?
1. Yes
  2. No

**(IF Q34=1 YES ASK Q35)**

Q35. On a scale from “1” to “10” where “1” is “not at all useful” and “10” is “very useful,” please rate the value of FinCEN’s Networking Program.

**(IF Q34=2 NO ASK Q36)**

Q36. On a scale from “1” to “10” where “1” is “not at all useful” and “10” is “very useful,” please rate the perceived value of FinCEN’s Networking Program.

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### CSI Benchmark Questions

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Now we are going to ask you to consider your experiences using FinCEN Query with respect to the following:

- Q37. First, consider your experiences in accessing BSA data in FinCEN Query. Using a 10-point scale where "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with FinCEN Query?
- Q38. To what extent does FinCEN Query meet your expectations? Please use a 10-point scale where "1" now means "Falls short of your expectations" and "10" means, "Exceeds your expectations."
- Q39. Imagine the ideal BSA data retrieval and sharing system. How well does FinCEN Query compare with that ideal? Please use a 10-point scale where "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

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### Closing

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On behalf of FinCEN, thank you for your time and participation today. Your feedback is greatly appreciated.