

FinCEN Portal and FinCEN Query Performance Measure Survey FY 2015

Introduction

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. CFI Group will treat all information you provide as anonymous. All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released. This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2015.

Demographics/Usage

Demo1. 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)

Demo2. Please indicate your organization (Open-end)

FinCEN Portal Usability

PU1. How long have you been using the FinCEN Portal? (select one)

- a) Less than one month
- b) More than one month but less than six months
- c) Six months to 12 months
- d) Longer than 12 months

PU2. Which best describes how frequently you log into the FinCEN Portal (select one)

- a) At least once a day
- b) A few times a week
- c) Once a week
- d) Once a month
- e) Once every few months

PU3. What FinCEN Tools have you accessed on the FinCEN Portal? (select all that apply)

- a) FinCEN Query
- b) User Reports
- c) Secure Mail
- d) Knowledge Library
- e) Commercial Database
- f) Training/Help
- g) Manage My Account

The following questions pertain to your use of the FinCEN Portal. 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.”

PU6. Ease of use

PU7. Ease of accessing information

PU8. Usefulness of Critical Announcements

PU9. Usefulness of “What’s Happening”

PU10. Usefulness of Helpful Links

PU11. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with the FinCEN Portal?

FinCEN Query Usability

QU1. How long have you been using the FinCEN Query? (select one)

- a) Less than one month
- b) More than one month but less than six months
- c) Six months to 12 months
- d) Longer than 12 months
- e) Never used FinCEN Query (end survey)

QU2. Which best describes how frequently you log into the FinCEN Query (select one)

- a) At least once a day
- b) A few times a week
- c) Once a week
- d) Once a month
- e) Once every few months

FinCEN Query has four search options – Basic, Intermediate, Advanced, and Quick.

QU3. How often do you use the Basic option?

- a) Always
- b) Often
- c) Occasionally
- d) Never

QU4. How often do you use the Intermediate option?

- a) Always
- b) Often
- c) Occasionally
- d) Never

QU5. How often do you use the Advanced option?

- a) Always
- b) Often
- c) Occasionally
- d) Never

QU6. How often do you use the Quick option?

- a) Always
- b) Often
- c) Occasionally

d) Never

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.

QU7. Ease of use

QU8. Query response time

QU9. Now consider your overall experience with FinCEN Query. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with FinCEN Query

QU10. What suggestions do you have for improving FinCEN Query? (Open-ended)

Value/Impact of BSA Data

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.

V1. Providing information previously unknown

V2. Supplementing or expanding known information

V3. Verifying existing information

V4. Helping you identify new leads

V5. Opening a new investigation or examination

V6. Supporting existing investigation or examination

V7. Providing information for investigative or examination report

Training / User Support

TUS1. Under the FinCEN Tools section of the Portal, there is a Training/Help module that consists of multiple training components. On a scale from “1” to “10,” where “1” is “poor” and “10” is “excellent,” please rate the usefulness of each Tool you have used. If you have not used one of the tools listed, select N/A.

a) Law Enforcement Basic Query Tutorial (under Web-Based Training and Helpful Links)

b) Regulatory Basic Query Tutorial (under Web-Based Training and Helpful Links)

c) Other Web-Based Training (Modules 1-4)

d) Job Aids

e) Online Help Training

f) FinCEN Query Quick Reference Guide

g) FinCEN Query User Manual

h) FinCEN Classroom Training

i) FinCEN Webinar Training

j) FinCEN Portal Login Instructions

TUS2. What suggestions do you have for improving any of these Training/Help resources? (open ended)

FinCEN also has an Application Help Desk to provide support to users that can be reached by phone (866-272-1310) or email (FincenappsHD@fincen.gov).

TUS3. Have you contacted the Application Help Desk for support on FinCEN Portal or Query? Yes/No (if no, skip to Networking Section)

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

- TUS4. Courtesy of representative
- TUS5. Knowledge of the representative
- TUS6. Timeliness of response
- TUS7. Ability to resolve your problem/issue

Networking

(Only ask the questions in this section to Law enforcement users – responses 1 or 3 from DemoQ3b). 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.

N1. Has FinCEN ever networked any of your cases to another agency? Yes/No

- 1. Yes N2. 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.
- 2. No N3. 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.

CSI Benchmark Questions

Now we are going to ask you to consider your use of both the FinCEN Portal and Query as well as any support you received from FinCEN on those tools:

- ACSI1. Using a 10-point scale where “1” means “Very dissatisfied” and “10” means “Very satisfied,” how satisfied are you with the tools and the support that FinCEN provides to allow you to access BSA data?
- ACSI2. To what extent do the tools and support you receive from FinCEN to access BSA data meet your expectations? Please use a 10-point scale where “1” now means “did not meet your expectations” and “10” means, “Exceeds your expectations.”
- ACSI3. Imagine the ideal BSA data access tools and support. How well does FinCEN 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.”

Closing

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