

DEPARTMENT OF HOMELAND SECURITY
JAC AND JACCIS CUSTOMER SATISFACTION SURVEY

Purpose: Collect customer satisfaction information from current and former Joint Analysis Center (JAC) customers regarding their experience with the JAC and its products, including the Joint Analysis Center Collaborative Information System (JACCIS). This survey is anonymous and voluntary and the information collected will be used to improve future JAC products or services.

Paperwork Reduction Action Statement of Public Burden: Collection of this information is made under 49 U.S.C.114(e) & (f). An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1601-0014, which expires April 30, 2018. Providing this information is voluntary. DNDO will use the information to improve customer service. The survey should take no more than 15 minutes to complete.

Description: The JAC is a Department of Homeland Security (DHS) Domestic Nuclear Detection Office (DNDO) program that: 1) provides awareness of the Global Nuclear Detection Architecture (GNDA); 2) informs decision making; and 3) enables coordination with Federal, State, Local, Tribal, and Territorial authorities. Within the JAC, there is the JACCIS which is a web-interface for facilitating situational awareness, information sharing, and radiological/nuclear alarm adjudication between stakeholders and DNDO.

Definitions:

- **JAC Products** refer to services or information that the JAC provides periodically or upon request.
- **JACCIS Features** refer to the JACCIS software and its ease of use and clarity. For example, how easy is it for a user to submit an alarm, request information, or execute a search?
- **JACCIS Services** refer to JACCIS functions and their outputs back to the user. For example, are the JACCIS outputs timely, relevant, and useful?
- **Timely** refers to either the delivery of information is within a timeframe useful to the user or that the information itself is up-to-date for the user's purposes.

Instructions: Please read each question and indicate your response by checking the appropriate box and/or filling in the form field.

JAC Customer Satisfaction

1. Which of the following JAC products have you used or received?

- JACCIS
- Response to an alarm submission (including connectivity and drills)
- Response to a Request for Information (RFI)
- "The Source" publication
- Situational Awareness Report (SAR)
- Other publications (informational tri-folds, cargo reports, etc.)
- None

If "None" is selected please go to question 21.

2. For each JAC product indicated in the question above as having used or received, please indicate your level of satisfaction with the product.

JAC Product	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
JACCIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to an alarm submission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response to a Request for Information (RFI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"The Source" publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Situational Awareness Report (SAR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other publications (informational tri-folds, cargo reports, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. For any JAC product noted as dissatisfied or very dissatisfied in Question 2, please indicate the reason for your dissatisfaction. (mark all that apply)

Product	Reason			
	Product was not relevant to my mission	Product was confusing/difficult to use	Information received was confusing/not appropriate	Other (explain below)
JACCIS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response to an alarm submission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Response to a Request for Information (RFI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
"The Source" publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Situational Awareness Report (SAR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other publications (informational tri-folds, cargo reports, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. If you have any other comments about your level of satisfaction or dissatisfaction with respect to your experience with the JAC that were not addressed above, please provide them in the space below. If none, please proceed to question 5.

JACCIS Customer Satisfaction

Please answer questions 5-20 only if you have used JACCIS. If you have not used JACCIS, please go to question 21.

5. When was the last time (month and year) you logged into JACCIS?

6. Have you used JACCIS to submit an alarm (including connectivity and drills)?

Yes No

If yes, what is the date (month and year) of your most recent submission?

7. Have you used JACCIS to submit a Request for Information (RFI)?

Yes No

If yes, what is the date (month and year) of your most recent submission?

8. Please indicate your level of satisfaction with the following specific features of JACCIS.

Feature	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Used
Alarm submission (including connectivity and drills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alarm submission without password login	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Database searches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JACCIS feedback form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JACCIS help files	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GIS (Maps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requests For Information (RFI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. For any feature noted as dissatisfied or very dissatisfied in Question 8, please indicate the reason for your dissatisfaction. (mark all that apply)

Feature	Reason			
	Feature was not relevant to my mission	Feature was confusing/difficult to use	Information requested was confusing/not appropriate	Other (explain below)
Alarm submission (including connectivity and drills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Alarm submission without password login	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Database searches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
JACCIS feedback form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
JACCIS help files	<input type="checkbox"/>	<input type="checkbox"/>		
GIS (Maps)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requests For Information (RFI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

10. Please indicate your overall level of satisfaction with the features provided by JACCIS.

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

11. Please indicate your level of satisfaction with the following specific services of JACCIS.

Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Used
Alarm adjudication (including connectivity and drills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Database search results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GIS (Maps) tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requests For Information (RFI) responses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
System availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

12. For any service noted as dissatisfied or very dissatisfied in Question 11, please indicate the reason for your dissatisfaction. (mark all that apply)

Service	Reason				
	Information presented was not relevant to my mission	Response/ information was not timely	Services available to me are confusing/ difficult to use	Services available to me do not facilitate my mission	Other (explain below)
Alarm adjudication (including connectivity and drills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Database search results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
GIS (Maps) tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requests For Information (RFI) responses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

13. Please indicate your overall level of satisfaction with the services provided by JACCIS.

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied

14. Which of the following would enhance your satisfaction in using JACCIS to meet your mission needs? (mark all that apply)

- More embedded analysis tools (spectra viewers, alarm adjudication, maps, etc.)
- Ability to collaborate with other JACCIS users
- Expanded database access (nearby detectors, training materials, etc.)
- More R/N Situational Awareness information (e.g., embedded RN-related news feed, DNDO Joint Analysis Center products)
- Clearer instructions embedded in JACCIS pages
- Other (explain): _____
- None

15. What has been the overall effect of using JACCIS to satisfy your mission needs?

- Positive impact: Using JACCIS helped me to satisfy my mission needs
- No impact: Using JACCIS had no influence on the ability to satisfy my mission needs
- Negative impact: Using JACCIS was a detriment to trying to satisfy my mission needs

16. Have you used any other web-based information system similar to JACCIS to support your radiological/nuclear-related mission?

- Yes (go to Question 17)
- No (go to Question 18)

17. Please list up to three other web-based systems that you have used to support your radiological/nuclear-related mission and rate your level of satisfaction with each system compared to JACCIS.

Name of system	This system compared to JACCIS provides:			Reason
	More satisfaction	Same satisfaction	Less satisfaction	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

18. Why did you sign up for a JACCIS account? (mark all that apply)

- Participated in a DNDO program (training, exercises, Securing the Cities, etc.)
- Participated in another federal government program (e.g., DOE WebTriage)
- To support my organization's radiological/nuclear-related mission
- General interest
- Other (explain): _____

19. On average, how often do you login to JACCIS to support your mission? Do not include logging in just to maintain account.

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly
- No longer maintain a JACCIS account but use, or intend to use, the feature to submit alarms without a login
- No longer use JACCIS

20. If you have any other comments about your level of satisfaction or dissatisfaction with respect to the use of JACCIS that were not addressed above, please provide them in the space below. If none, please proceed to question 21.

User Information

21. Which category of government best describes your organization?

- Federal
- State (including National Guard Civil Support Teams (CSTs))
- Local
- Tribal
- Territorial
- Non-government (e.g., industry, non-profit, academia)

22. Which category best describes your organization type?

- Fire department
- Fusion Center or Emergency Operations Center
- Health/environmental protection
- Law enforcement
- National laboratory
- Other Public Safety (e.g., HAZMAT, Bomb Squad, emergency response)
- Program office
- Other (explain): _____

Thank you very much - we appreciate your time.