National Data Exchange (N-DEx) User Questionnaire - June 2014

Page One

Page exit logic: Page Logic
IF: Question "Which of the following best describes your agency:" #2 ≠ ("Federal law enforcement/criminal justice agency") **THEN:** Jump to page 3 - (untitled)

Page exit logic: Page Logic
IF: Question "Which of the following best describes your agency:" #2 = ("Federal law enforcement/criminal justice agency") **THEN:** Jump to page 2 - (untitled)

1. Please indicate your state/territory:

Alabama
Alaska
Arizona
Arkansas
California
Colorado
Connecticut
Delaware
Florida
Georgia
Guam
Hawaii
Idaho
Illinois
Indiana
Iowa
Kansas
Kentucky
Louisiana
Maine
Maryland
Massachusetts
Michigan
Minnesota
Mississippi
Missouri
Montana
Nebraska
Nevada
New Hampshire
New Jersey
New Mexico
New York
North Carolina
North Dakota
Ohio
Oklahoma
Oregon
Pennsylvania
Puerto Rico
Rhode Island
South Carolina
South Dakota
Tennessee
Texas
Utah
Vermont

Virginia
Virgin Islands
Washington
Washington, D.C.
West Virginia
Wisconsin
Wyoming

2. Which of the following best describes your agency: *

○   Municipal police department

○   University/college law enforcement agency

○   Sheriff's department

○   County law enforcement/criminal justice agency

○   State law enforcement/criminal justice agency

○   Federal law enforcement/criminal justice agency

○   Tribal law enforcement/criminal justice agency

○   Other Criminal Justice Agency

3. Which of the following best describes your role within your agency:

     ○ Patrol officer

     ○ Detective/Investigator

     ○ Analyst

     ○ Probation/pretrial/parole officer

     ○ Correctional investigator

     ○ Dispatcher

     ○ Administrator

     ○ Command staff

     ○ Other   [   ]

4. Does your agency have an automated Record Management System (RMS)?

     ○ Yes

     ○ No

(untitled)

5. Please indicate your agency:

○ US Courts, Office of Probation and Pretrial Services

○ Department of Labor

○ Department of State

○ Department of Defense

○ Department of Homeland Security

○ Department of Justice - FBI

○ Department of Justice - Other

○ Department of Interior

○ US Capital Police

○ United State Postal Service

○ Other [ ]

(untitled)

6. Do you use information sharing systems/tools on a regular basis in support of investigative, data administration/management, or training activities? *****

○ Yes

○ No

(untitled)

Page exit logic: Page 4 Logic Non-UserPage Logic
IF: ((Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("Once a month") OR Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("Less than once a month")) AND Question "Do you use information sharing systems/tools on a regular basis in support of investigative, data administration/management, or training activities?" #6 = ("No")) **THEN:** Jump to page 13 - (untitled)

7. When did you first access N-DEx?

- ○ Less than a month ago
- ○ 1-6 months ago
- ○ 7-11 months ago
- ○ 1-3 years ago
- ○ Over 3 years ago
- ○ Not Sure

8. In the past three months, about how often have you accessed N-DEx? *

- ○ Daily
- ○ Several times a week
- ○ Once a week
- ○ 2-3 times a month
- ○ Once a month
- ○ Less than once a month

Page exit logic: Page 4 Logic USER
IF: (((Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("Daily") OR Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("Several times a week")) OR Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("Once a week")) AND Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("2-3 times a month")) **THEN:** Jump to page 5 - (untitled)

Page exit logic: Page 4 Logic NON USER
IF: ((Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("Less than once a month") OR Question "In the past three months, about how often have you accessed N-DEx?" #8 = ("Once a month")) AND Question "Do you use information sharing systems/tools on a regular basis in support of investigative, data administration/management, or training activities?" #6 = ("Yes")) **THEN:** Jump to page 12 - (untitled)

(untitled)

9. Please indicate which N-DEx system feature(s) you have used in the past three months (check all that apply):

- ☐ Keyword/simple search

- ☐ Advanced search

- ☐ Targeted (People, Location, Telephone number, etc) search

- ☐ Geo-visualization

- ☐ Link visualization

- ☐ Collaboration

- ☐ Subscription

- ☐ Batch Query

10. Please indicate the following N-DEx support resources that you have used in the past three months (check all that apply):

- ☐ User's Manual (download from N-DEx site)

- ☐ Policy Manual (download from N-DEx site)

- ☐ Success Stories report (download from N-DEx site)

- ☐ Data Contributors report (download from N-DEx site)

- ☐ Quick Reference Guides

- ☐ Training CBTs

- ☐ CJIS Help Desk phone number

- ☐ Newsletters/Publications

- ☐ In-person demonstration or presentation on N-DEx system

(untitled)

11. Please list any other information sharing system(s) you have used on a regular basis over the past three months, and select all data sources (local, state, etc) for each:

	Local	State	Tribal	Federal	International
Name of System	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐

(untitled)

Please describe your level of satisfaction with each of the following N-DEx system features you have used in the past three months:

	Very Dissatisfied	Not Satisfied	Neutral	Satisfied	Very Satisfied

12. Based on your use of the N-DEx system over the past three months, please describe your level of satisfaction with:

	Very Dissatisfied	Not Satisfied	Neutral	Satisfied	Very Satisfied
Ease of accessibility of the N-DEx site	○	○	○	○	○
Layout/design of the N-DEx site	○	○	○	○	○
Quality of information from result records	○	○	○	○	○
Relevancy of result records to needs	○	○	○	○	○
System response times to search queries	○	○	○	○	○

13. Please describe your overall level of satisfaction with the N-DEx system: *

○ Very Dissatisfied

○ Not Satisfied

○ Neutral

○ Satisfied

○ Very Satisfied

(untitled)

14. Please indicate the following benefits that have resulted from your use of N-DEx over the past three months (check all that apply):

☐ Improved quality of investigative information

☐ Faster access to investigative information

☐ Better tracking/notification on suspect status

☐ Increased communication with other agencies

☐ Facilitated deconfliction

☐ Enhanced agent safety

☐ Improved hot spot analysis

☐ More efficient case management

☐ Improved capability to identify crime patterns and trends

☐ Enhanced crime-prevention activities

☐ Other [   ]

15. Have you ever used N-DEx information in the publication or preparation of charts, presentations, official files, analytical products, or other documentation that support judicial, legal, administrative, or other criminal justice processes?

○ Yes

○ No

○ Unsure

16. Do you have knowledge of an instance where N-DEx information contributed to a "success story", involving investigative, prosecutorial, or preventive action? *

- ○ Yes

- ○ No

- ○ Maybe

Page exit logic: Page 8 Logic SUCCESS
IF: (Question "Do you have knowledge of an instance where N-DEx information contributed to a "success story", involving investigative, prosecutorial, or preventive action?" #16 = ("Yes") OR Question "Do you have knowledge of an instance where N-DEx information contributed to a "success story", involving investigative, prosecutorial, or preventive action?" #16 contains any ("Maybe")) **THEN:** Jump to page 10 - (untitled)

Page exit logic: Page 8 Logic NO SUCCESS
IF: Question "Do you have knowledge of an instance where N-DEx information contributed to a "success story", involving investigative, prosecutorial, or preventive action?" #16 = ("No")
THEN: Jump to page 11 - (untitled)

(untitled)

VALIDATION **Min. answers = 1** *(if answered)*
17. If you would like to provide your contact information so that a member of the N-DEx Program Office staff can discuss your successes using the system, please do so below:

Name	
Email	
Telephone	

(untitled)

Page exit logic: Page Logic
IF: Question "Which of the following best describes your agency:" #2 is answered **THEN:** Jump to page 14 - Thank You!
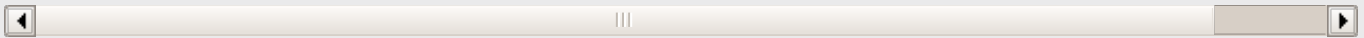
18. When thinking about your current and future needs in an information sharing system, please indicate the level of importance you place on the following system features (if you identify a feature not in this list, please indicate):

	Not at all important	Low importance	Slightly important	Neutral	Moderately important	i
Availability of corrections/probation/parole data	○	○	○	○	○	
Availability of non-criminal justice data (e.g., pawn shop information)	○	○	○	○	○	
Ability to upload and match system photos (e.g., facial recognition)	○	○	○	○	○	
Geo-visualization (e.g., mapping, graphing) tools	○	○	○	○	○	
Link-visualization (e.g., charting, association matrix) tools	○	○	○	○	○	
Ability to collaborate with other investigators/agencies in a secure online environment	○	○	○	○	○	
The ability to subscribe to an investigative entity (e.g., suspect) and receive notification of system "hits"	○	○	○	○	○	
Ability to use system via a mobile application	○	○	○	○	○	
Statistical tools (e.g., CompStat)	○	○	○	○	○	
Advanced search features, such as partial name, license plate and phonetic searches	○	○	○	○	○	

19. When thinking specifically about N-DEx and your current and future information sharing needs, please indicate the level of importance you place on the following potential enhancements to the N-DEx system (if an enhancement is not listed here, please add it to the list below):

	Not at all important	Low importance	Slightly important	Neutral	Moderately important	Very important	Extre impor
The ability to sort N-DEx search results by date of record	○	○	○	○	○	○	○
The ability to use N-DEx via a dedicated mobile application	○	○	○	○	○	○	○
Facial recognition capabilities	○	○	○	○	○	○	○
Integration with other CJIS services (e.g., NCIC)	○	○	○	○	○	○	○

20. Please share any additional comments or ideas concerning how N-DEx can continue to support your information sharing needs:

21. If you have not done so in a previous section of the survey, and you would like to provide your contact information (name, email address, phone #) so that a member of the N-DEx Program Office staff can reach you in the future and discuss your experiences with the system, please do so below:

Name [   ]

Email [   ]

Telephone [   ]

(untitled)

22. Please list the information sharing system(s) you have used on a regular basis during the past three months, and select all data sources (local, state, etc) for each:

	Local	State	Tribal	Federal	International
Name of System	☐	☐	☐	☐	☐
[ ]	☐	☐	☐	☐	☐
[ ]	☐	☐	☐	☐	☐
[ ]	☐	☐	☐	☐	☐
[ ]	☐	☐	☐	☐	☐
[ ]	☐	☐	☐	☐	☐

23. When thinking about your needs in an information sharing system, please indicate the level of importance you place on the following system features (if you identify a feature not in this list, please indicate):

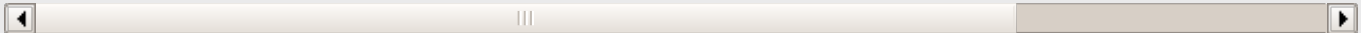|	Not at all important	Low importance	Slightly important	Neutral	Moderately important
Availability of corrections/probation/parole data	○	○	○	○	○
Availability of non-criminal justice data (e.g., pawn shop information)	○	○	○	○	○
Ability to upload and match system photos (e.g., facial recognition)	○	○	○	○	○
Geo-visualization (e.g., mapping, graphing) tools	○	○	○	○	○
Link-visualization (e.g., charting, association matrix) tools	○	○	○	○	○
Ability to collaborate with other investigators/agencies in a secure online environment	○	○	○	○	○
The ability to subscribe to an investigative entity (e.g., suspect) and receive notification of system "hits"	○	○	○	○	○
Ability to use system via a mobile application	○	○	○	○	○
Statistical tools (e.g., CompStat)	○	○	○	○	○
Advanced search features, such as partial name, license plate and phonetic searches	○	○	○	○	○
[ ]	○	○	○	○	○
[ ]	○	○	○	○	○

◀ ||| ▶

24. Please indicate the primary reason(s) that you have not regularly used the N-DEx portal/website in the last three months (select all that apply):

☐ Did not find information in N-DEx related to my needs

☐ My information sharing system queries/searches are run by another agent/analyst/professional support staff

☐ The information I need for my investigations is available through existing information sharing systems I regularly use

☐ System response time was too slow

☐ Low quality of information returned in N-DEx related to needs

☐ Difficulty navigating the N-DEx site/not user-friendly

☐ Difficulty accessing N-DEx

☐ Unfamiliar with the system features

☐ Other (please specify) [   ]

☐ Other (please specify) [   ]

25. When thinking specifically about N-DEx and your current and future information sharing needs, please indicate the level of importance you place on the following potential enhancements to N-DEx that might encourage you to regularly use the system (if an enhancement is not listed here, please add it to the list below):

	Not at all important	Low importance	Slightly important	Neutral	Moderately important
The ability to sort N-DEx search results by date of record	○	○	○	○	○
The ability to use N-DEx via a dedicated mobile application	○	○	○	○	○
Facial recognition capabilities	○	○	○	○	○
Integration with other CJIS services (e.g., NCIC)	○	○	○	○	○
[ ]	○	○	○	○	○
[ ]	○	○	○	○	○
[ ]	○	○	○	○	○

◄ ||| ►

(untitled)

VALIDATION **Min. answers = 1** *(if answered)*

26. If you would like to provide your contact information (name, email address, phone #) so that a member of the N-DEx Program Office staff can reach out to you in the future and discuss the N-DEx system, please do so below:

Name [ ]

Email [ ]

Telephone [ ]