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| **N-DEx User Engagement** |

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| **1. User Engagement: Page 1** |

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|  | 1. Please indicate your state: \*

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

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| If other: |

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

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| If other: |

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

|  |  |
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| Yes  | No  |

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| **2. User Engagement: Page 2** |

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|  | 5. How long have you been using the N-DEx system?

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|  | 6. How often would you estimate you use the N-DEx system?

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|  | 7. Please indicate which N-DEx system feature(s) you have used in the past three months (check all that apply)

|  |
| --- |
| Basic/simple search |
| Advanced search |
| Targeted (People, Location, Telephone number, etc) search |
| Geo-visualization |
| Link visualization |
| Collaboration |
| Subscription |

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|  | 8. Please indicate the following N-DEx support resources that you have used in the past three months (check all that apply)*:*

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| User’s Manual |
| Training CBTs |
| Help Desk |
| Webinars |
| Newsletters/Publications |
| In-person demonstration or presentation on N-DEx system |

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|  | 9. Do you use other information sharing system(s) on a regular basis in support of investigative, data administration/management, or training activities?

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| No |
| Yes (please specify systems) |
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| **3. User Engagement: Page 3** |

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|  | 10. Please describe your level of satisfaction with each of the following N-DEx system features you have used in the past three months:

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| --- | --- | --- | --- | --- | --- | --- |
|  | Very Dissatisfied | Not Satisfied | Neutral | Satisfied | Very Satisfied | Not applicable |
| Basic/simple search |  |  |  |  |  |  |
| Advanced search |  |  |  |  |  |  |
| Targeted search |  |  |  |  |  |  |
| Geo-visualization |  |  |  |  |  |  |
| Link visualization |  |  |  |  |  |  |
| Collaboration |  |  |  |  |  |  |
| Subscription |  |  |  |  |  |  |

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|  | 11. Based on your use of the N-DEx system over the past three months, please describe your level of satisfaction with:

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| --- | --- | --- | --- | --- | --- |
|  | Very Dissatisfied | Not Satisfied | Neutral | Satisfied | Very Satisfied |
| Ease of navigating 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 |  |  |  |  |  |

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|  | 12. Please describe your **overall level of satisfaction** with the N-DEx system:

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| --- |
| Very Dissatisfied |
| Not Satisfied |
| Neutral |
| Satisfied |
| Very Satisfied |

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| **4. User Engagement: Page 4** |

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|  | 13. Please indicate the following benefits that have resulted from your use of N-DEx over the past three months (check all that apply)

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| --- |
| Improved quality of investigative information |
| Faster access to investigative information |
| Better tracking/notification on suspect status |
| Increased communication with other agencies |
| Facilitated deconfliction |
| Enhanced officer safety |
| Improved hot spot analysis |
| More efficient case management |
| Improved capability to identify crime patterns and trends |
| Enhanced crime-prevention activities |
| Other (Please Specify) |
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|  | 14. 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?

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| Yes  | No  | Unsure  |

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|  | 15. Do you have knowledge of an instance where N-DEx information contributed to a "success story", involving investigative, prosecutiorial, or preventive action?

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| Yes |
| No |
| Maybe |
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|  | 16. Please share any additional comments or ideas on ways that the FBI can enhance N-DEx to better meet your information sharing needs.

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