

**Request for Renewal under the “Generic Clearance for the Collection of Qualitative Feedback on Agency Services Delivery”
(OMB Control Number: 1103-0117)**

TITLE OF INFORMATION COLLECTION: *National Data Exchange (N-DEx) User Feedback Assessment*

PURPOSE:

- ❖ Collect baseline satisfaction measures on overall system and feature-specific use of the N-DEx System.
- ❖ Identify correlates to use and satisfaction of the N-DEx System in an effort to drive development and outreach efforts.
- ❖ Quantify “successful” use of the N-DEx System beyond current metrics.
- ❖ Provide N-DEx System users with a mechanism to provide qualitative feedback on system improvement.

DESCRIPTION OF RESPONDENTS:

“Active” N-DEx System users (1+ searches during a preceding 3-month period). The N-DEx System is an unclassified national information sharing system that enables criminal justice agencies to search, link, analyze, and share local, state, tribal, and federal records. As such, all N-DEx System use is restricted to criminal justice agencies and agencies performing the administration of justice.

TYPE OF COLLECTION: (Check one)

- | | |
|--|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other: _____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

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To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS (Annually)

Category of Respondent	No. of Respondents	Participation Time	Burden
State, local, or tribal governments	3750	10 minutes	625 (hrs)
Federal Government	1250	10 minutes	208 (hrs)
Totals			

FEDERAL COST: The estimated annual cost to the Federal government is _____

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
X Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The respondent universe for the *National Data Exchange (N-DEx) User Questionnaire* satisfaction assessment is approximately 25,000 federal, state, and/or local criminal justice personnel who are authorized, registered users of the N-DEx System and who have conducted at least one search of the N-DEx System within the preceding three months (these are considered “active” users) . The entire eligible, active universe will be invited to participate, and the expected response rate is between 15-20% (20% estimates are provided in the respondent burden hours above, with a 75/25% state-local-tribal/federal distribution). The collection is a voluntary survey to request basic feedback on the N-DEx System services received. The respondent is invited to participate in the collection via an e-mail invitation, which contains a link to the online instrument.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

X Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes **X No**

Submit all instruments, instructions, and scripts with the request.