Example of N-DEx User Assessment

Privacy Act Statement

Authority: The collection of this information is authorized under Title 34 U.S.C. § 10211, 44 U.S.C. § 3101, and the general record keeping provision of the Administrative Procedures Act (5 U.S.C. § 301). Completing the survey and providing your contact information is voluntary.

Principal Purpose: The purpose of this survey is to gather feedback regarding your experience with the N-DEx System. If provided, your contact information will be used to contact you regarding your submitted success stories or other N-DEx System experiences.

Routine Uses: All surveys will be maintained in accordance with the Privacy Act of 1974. Information on the survey may be disclosed with your consent, and may be disclosed without your consent as permitted by all applicable routine uses as published in the Federal Register (FR), including the routine uses for the FBI Online Collaboration Systems (JUSTICE/FBI-004), published at 82 FR 57291 (Dec. 4, 2017), and the routine uses for the National Data Exchange (N-DEx), FBI-020, 72 FR 56793 (Oct. 4, 2007), as amended by 82 FR 24151, 157 (May 25, 2017). Routine uses may include sharing information with other federal, territorial, state, local, and tribal criminal justice agencies.

Pursuant to Paperwork Reduction Act requirements, this collection has been assigned the following control number by the Office of Management and Budget (OMB): xxxx-xxxx. This OMB control number expires 12/31/2021.

* Please indicate your agency's state/territory:

* Which of the following best describes your agency?

* Which of the following best describes your primary job role?

Which of the following best describes your federal agency:

* Do you use information sharing systems/tools of any kind on a regular basis in support of your investigative, analytical, administrative, operational, or management activities?

- ◯ Yes
- ◯ No

When did you first access N-DEx System?

* In the past six months (or since first access, if less than six months), about how often have you used the N-DEx System?

Please indicate how often you have used (e.g., searched, submitted data to) the following information sharing services also managed by the FBI, during the past six months:

	Very Frequently	Frequently	Occasionally	Rarely	Never
IAFIS/NGI/III	○	○	○	○	○
NCIC	○	○	○	○	○
UCR/NIBRS	○	○	○	○	○

Please describe the most common way you've accessed the N-DEx System in the past six months:

- ○ I access the Law Enforcement Enterprise Portal (LEEP) website (https://www.cjis.gov) and then select the N-DEx System service
- ○ I access LEEP through an icon on my desktop and then select the N-DEx System service
- ○ I access the N-DEx System (either directly or via LEEP) through another information sharing service (e.g., Law Enforcement Information Exchange (LInX), Regional Information Sharing Systems (RISS), state system)

Please indicate which N-DEx System feature(s) you've used in the past six months (check all that apply):

- ☐ Keyword/simple search
- ☐ Targeted (People, vehicles, location, telephone numbers, etc.) search
- ☐ Batch Search
- ☐ Subscription
- ☐ Geo-visualization
- ☐ Link visualization
- ☐ Collaboration
- ☐ User management tools (e.g., audit)

Please indicate the reason(s) you've searched the N-DEx System in the past six months (check all that apply):

- ☐ Ongoing criminal investigation
- ☐ Traffic stop/field contact check
- ☐ Border/facility entry check
- ☐ Employee background/suitability check
- ☐ Cold case criminal investigation
- ☐ Fugitive/absconder apprehension
- ☐ Other (please specify)
- ☐ Missing persons
- ☐ Pretrial investigations
- ☐ Presentence investigations/assessment
- ☐ Intelligence research
- ☐ Administrative purposes (e.g., record management)
- ☐ Training purposes

Please indicate the following N-DEx System support resources you've used in the past six months (check all that apply):

- [ ] N-DEx Data Contributors report
- [ ] N-DEx Policy Manual
- [ ] Quick Reference Guides
- [ ] Success Stories report
- [ ] Training CBTs
- [ ] Video Tutorials
- [ ] Access Guide
- [ ] User's Guide
- [ ] Administrator's Guide
- [ ] CJIS Help Desk

Were you aware the N-DEx Program Office conducts live, web-based trainings every month, covering a number of N-DEx System topics?

- ( ) Yes
- ( ) No

So we can better understand your general information sharing needs,
please list up to five other information sharing resources (e.g., tools, systems), besides the N-DEx System, you've used on a regular basis over the past six months:

Resource 1 _____

Resource 2 _____

Resource 3 _____

Resource 4 _____

Resource 5 _____

* Please indicate the primary reason(s) you have used the N-DEx System less than once a month, in the past six months (select all that apply):

- [ ] I did not find information in the N-DEx System related to my needs
- [ ] There was a generally low quality of information returned in the N-DEx System, relative to my needs
- [ ] My information sharing system queries/searches are run by another agent/analyst/professional support staff
- [ ] I had difficulty navigating the N-DEx System site/the site is not user-friendly
- [ ] The information I need is generally available through other information sharing systems I regularly use
- [ ] I had difficulty accessing N-DEx System/access was too cumbersome
- [ ] The system response times during my searches was generally too slow, or the system did not work properly
- [ ] I was unfamiliar with the system features/system too confusing
- [ ] Other (please specify)

So that we can better understand your general information sharing needs,
please list up to five information sharing resources (e.g., tools, systems) you have used on a regular basis over the past six months:

Resource 1

Resource 2

Resource 3

Resource 4

Resource 5

We are always looking for ways to improve the information sharing needs of our criminal justice partners. Please share any additional comments or ideas concerning how the N-DEx System can support your information sharing needs. Specifically, what areas of improvement can we make to our system to encourage more regular use by you or your agency?

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Based on your use of the N-DEx System during the past six months, please describe your level of satisfaction with:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Ease of accessibility of the N-DEx System portal	○	○	○	○	○
Layout/design of the NDEx System portal	○	○	○	○	○
Quality of information from search results	○	○	○	○	○
Relevancy of search results to my needs	○	○	○	○	○
System response times to search queries	○	○	○	○	○

Based on your use of the N-DEx System during the past six months, please describe your level of satisfaction with the following features:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Keyword/simple search	○	○	○	○	○
Targeted (People, vehicles, location, telephone numbers, etc.) search	○	○	○	○	○
Batch Search	○	○	○	○	○
Subscription	○	○	○	○	○
Geo-visualization	○	○	○	○	○
Link visualization	○	○	○	○	○
Collaboration	○	○	○	○	○
User management tools (e.g., audit)	○	○	○	○	○

* Please describe your overall level of satisfaction with the N-DEx System:

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
☆	☆	☆	☆	☆

Please take a moment to explain your dissatisfaction with the N-DEx System and any suggestions you may have for improvement.

Please indicate the following overall benefits that have resulted from your use of the N-DEx System during the past six months (check all that apply):

- [ ] Improved the quality of criminal justice information available
- [ ] Improved the quantity/amount of criminal justice information available
- [ ] Provided faster access to criminal justice information
- [ ] Provided improved tracking/notification on the status of a subject
- [ ] Increased my communications with other criminal justice agencies (through verifying records, resolving deconfliction, etc)
- [ ] Other (please specify)
- [ ] Contributed to enhanced officer/investigator/agent safety at my agency
- [ ] Improved criminal intelligence capabilities for myself or my agency
- [ ] Provided more efficient case/offender management for myself or my agency
- [ ] Improved my capability to identify crime patterns and trends
- [ ] Enhanced crime-prevention activities at my agency

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

- ◯ Yes
- ◯ No
- ◯ Can't recall

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

- ◯ Yes
- ◯ No

Please share any additional benefits you or your agency have realized from using the N-DEx System:

On the previous page, you indicated knowledge of at least one N-DEx System "success story." Could you provide some additional details on a specific instance? Please do not include any Personally Identifiable Information (PII) in your comments - if you'd like, you can provide your contact information below and we can reach back out to get this information from you.

Hearing about your success is a great way to help us grow the N-DEx System! If you'd like to further share details, please provide your basic contact information and a member of the N-DEx Program Office will reach back out to you.

Name	
Agency	
Title	
Email Address	
Phone Number	

The N-DEx Program Office is always looking for new sources of data to share with the criminal justice community. Can you provide some examples of data (either specific data sets or general types of information) you would like to see in the N-DEx System?

The N-DEx Program Office relies on feedback from the criminal justice community to develop future enhancements to the N-DEx System. Please share any additional comments or ideas concerning how we can continue to support your information sharing needs. Specifically, what areas of improvement can we make to the system to make it more useful to you?