

Request for Revision of a currently approved collection 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:

- To collect baseline satisfaction on overall system and feature-specific use of the N-DEx System.
- To identify correlates to use and satisfaction of the N-DEx System in an effort to drive system development and outreach efforts.
- To identify “successful” use cases of the N-DEx System.
- To 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 the 6-month period preceding the survey). The N-DEx System is an unclassified national information sharing system, which enables criminal justice agencies to search, link, analyze, and share federal, state, local, and tribal 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)

- Customer Comment Card/Complaint Form
- Usability Testing (e.g., Website or Software)
- Focus Group

Customer Satisfaction Survey

Small Discussion Group

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

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes **X 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	5000	10 minutes	833 (hrs)

FEDERAL COST: The estimated annual cost to the Federal government is: \$0

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 Feedback Assessment* is approximately 25,000 federal, state, local, and tribal 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 six months (these are considered “active” users). The entire eligible, active universe will be invited to participate, and the expected response rate is 20%. (This estimate is used for the burden hours above, with a 75/25% state-local-tribal/federal distribution). The collection is a voluntary request to elicit basic feedback on 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.

Below is sample email language used to invite users to participate in the feedback survey:

Good morning,

My name is xxx, and I am with the FBI's National Data Exchange (N-DEx) Program Office. Our records indicate you have conducted one or more searches of the N-DEx System within the past six months. In an effort to ensure the N-DEx System remains a valuable, national information sharing resource for federal, state, local, and tribal criminal justice agencies, we would like to ask you to complete a brief questionnaire about your experiences using the system. Whether you are a regular user, or have only recently tried the N-DEx System for the first time, your feedback will provide us with important guidance on future development efforts. In fact, many of our recent enhancements are in direct response to our user's feedback over the past year.

The questionnaire can be accessed here: < https:insert link to the survey.> You can also cut and paste this link into any browser. If you are receiving this invitation multiple times, because you have more than one N-DEx System account, please just provide one response.

All feedback is submitted to us anonymously (we do not collect IP addresses or geo-location data), though you will have the opportunity to voluntarily provide contact information within the survey. If you would like to further discuss your experiences with the system, or if you have questions about the survey itself, please do not hesitate to contact me at xxx@fbi.gov or 304-625-1234. Thank you for your support of the N-DEx System!

Sincerely,

Xxx

The instrument will be hosted online, via a SurveyMonkey account purchased by the N-DEx Program Office. A draft copy of the instrument is attached to the application package.