Request for New 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) Distance Learning Feedback

PURPOSE:

- To collect baseline overall and component-specific satisfaction on N-DEx System distance learning sessions.
- To provide N-DEx System distance learning attendees with a mechanism to offer feedback on session improvement.

DESCRIPTION OF RESPONDENTS:

Respondents will be attendees of one or more distance learning sessions offered by the N-DEx Program Office. Distance learning sessions cover a variety of N-DEx System topics and serve to educate current and future users on system capabilities and benefits. 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   **X Customer Satisfaction Survey**
[ ] Usability Testing (e.g., Website or Software   [ ] Small Discussion Group
[ ] Focus 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 <u>not</u> raise issues of concern to other federal agencies.
4. The results are <u>not</u> intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of <u>substantially</u> informing <u>influential</u> 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.

Name: Christina Minor
Management and Program Analyst
National Data Exchange (N-DEx) Program Office
FBI Criminal Justice Information Services (CJIS) Division
304-625-2875

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	500	4 minutes	33.3 (hrs)
Federal Government	500	4 minutes	33.3 (hrs)
Totals	**1000**	4 minutes	**66.6 (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) Distance Learning Feedback Survey* is approximately 5,000 federal, state, local, and tribal criminal justice personnel who attended at least one N-DEx System distance learning session during the year. The entire eligible, active universe will be invited to participate, and the expected response rate is 25% (This estimate is used for the burden hours above). The collection is a voluntary request to elicit basic feedback on N-DEx System distance learning 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,

I want to thank you for your recent attendance at our N-DEx System Overview distance learning session, and I hope you were able to come away with some information on how our system can enhance your agency's investigative needs. In an effort to improve our future distance learning offerings, I would like to ask you to provide some feedback on your experiences at the following link: <https://insert link.> The survey will only take a few minutes of your time, and the information (captured anonymously) will go a long way to ensure our distance learning classes meet the needs of the N-DEx System community. We hope to see you again at a future session!

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.