



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?



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Which of the following best describes your federal agency:



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* 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



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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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCIC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UCR/NIBRS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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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):

- | | |
|--|--|
| <input type="checkbox"/> Keyword/simple search | <input type="checkbox"/> Geo-visualization |
| <input type="checkbox"/> Targeted (People, vehicles, location, telephone numbers, etc.) search | <input type="checkbox"/> Link visualization |
| <input type="checkbox"/> Batch Search | <input type="checkbox"/> Collaboration |
| <input type="checkbox"/> Subscription | <input type="checkbox"/> 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):

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

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

- | | |
|---|--|
| <input type="checkbox"/> N-DEx Data Contributors report | <input type="checkbox"/> Video Tutorials |
| <input type="checkbox"/> N-DEx Policy Manual | <input type="checkbox"/> Access Guide |
| <input type="checkbox"/> Quick Reference Guides | <input type="checkbox"/> User's Guide |
| <input type="checkbox"/> Success Stories report | <input type="checkbox"/> Administrator's Guide |
| <input type="checkbox"/> Training CBTs | <input type="checkbox"/> 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	<input type="text"/>
Resource 2	<input type="text"/>
Resource 3	<input type="text"/>
Resource 4	<input type="text"/>
Resource 5	<input type="text"/>



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* 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):

- | | |
|---|--|
| <input type="checkbox"/> I did not find information in the N-DEX System related to my needs | <input type="checkbox"/> There was a generally low quality of information returned in the N-DEX System, relative to my needs |
| <input type="checkbox"/> My information sharing system queries/searches are run by another agent/analyst/professional support staff | <input type="checkbox"/> I had difficulty navigating the N-DEX System site/the site is not user-friendly |
| <input type="checkbox"/> The information I need is generally available through other information sharing systems I regularly use | <input type="checkbox"/> I had difficulty accessing N-DEX System/access was too cumbersome |
| <input type="checkbox"/> The system response times during my searches was generally too slow, or the system did not work properly | <input type="checkbox"/> I was unfamiliar with the system features/system too confusing |
| <input type="checkbox"/> 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layout/design of the NDEX System portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information from search results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevancy of search results to my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System response times to search queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Targeted (People, vehicles, location, telephone numbers, etc.) search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Batch Search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geo-visualization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Link visualization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
User management tools (e.g., audit)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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



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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):

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

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:



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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



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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?