

# SHOT Show Survey: NICS E-Check Registered Federal Firearms Licensees (FFL) That Stopped Using the NICS E-Check (i.e. Lost E-Check User)

## 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 National Instant Criminal Background Check System (NICS). If provided, your contact information will be used to contact you regarding your submitted success stories or other NICS 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 Next Generation Identification System (JUSTICE/FBI-009), 84 Fed. Reg. 54182 (October 9, 2019). 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.

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14 Questions – 4 minutes

1. I am an FFL who... [multiple choice]
  - a. Uses NICS E-Check or Phones
  - b. Uses XML
  - c. Resides in a Partial POC state
  - d. Resides in a full POC state
2. Please enter your RDS Key (i.e. First 3 and last 5 numbers of the FFL number)  
[Text box. Validation set to 8 numeric characters. PII.]  
  
Or your Business Name [Text box. PII.]
3. On average, how many federal background checks does your business location submit in one month?
  - a. 1 – 49
  - b. 50 – 99
  - c. 100 – 249
  - d. 250 – 499
  - e. 500 +
4. How many employees at your business submit background checks (per location, if multiple)?
  - a. 1
  - b. 2 – 5
  - c. 6 – 10
  - d. 11 – 20
  - e. > 20
5. How long has the FFL you are associated with been in business?
  - a. Less than 1 year
  - b. 2 – 5 years
  - c. 6 – 9 years
  - d. 10 – 19 years
  - e. More than 20 years
  - f. Not sure
6. What is your age?
  - a. Under 18
  - b. 18 – 24
  - c. 25 – 34
  - d. 35 – 44
  - e. 45 – 54
  - f. Over 55
7. Are you currently registered, or have ever been registered, for NICS E-Check?
  - a. Yes

b. Yes, but I stopped using it

c. No

8. How did you initially hear about NICS E-Check? Select all that apply.

- Word of mouth
- FBI NICS hosted event (i.e. Retailer Day)
- FBI NICS site visit
- SHOT Show
- Third-Party (i.e. NSSF)
- Fbi.gov website
- Other: \_\_\_\_\_

9. What caused you to stop using NICS E-Check? Select all that apply.

- Never learned how to use it
- Too complicated
- Too many clicks
- Locked myself out
- Not visually appealing
- Took too long to load
- Insufficient sales
- Internet too slow

10. Why do you prefer using the Call Center? Select all that apply.

- Convenience
- Familiarity
- Easy to use
- I enjoy talking to someone
- They call back with the NTN status
- Other: \_\_\_\_\_

11. What could we improve for you to resume using NICS E-Check? [Free text box]

12. What is your preferred Internet Browser?

- a. Internet Explorer
- b. Apple Safari
- c. Mozilla Firefox
- d. Google Chrome
- e. Other: \_\_\_\_\_

13. If NICS made E-Check mobile-friendly (i.e. the website was designed for small screens), how often would you submit background checks using the devices below?

|            | 100% of the time      | 75% of the time       | 50% of the time       | 25% of the time       | Never use             |
|------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Tablet     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| iPad       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cell Phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Computer   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. Is there anything else you'd like to share with us? [Free text box]