

Request for a 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: CJIS Division Advisory Process Tribal Task Force Study of Tribal Access to CJIS Systems (STACS) Survey

PURPOSE:

- To collect baseline statistics on authorized tribal access to FBI CJIS systems via state managed connections.
- To identify CJIS system use barriers in an effort to drive system development, outreach efforts, and improve public safety.
- To provide respondents with a qualitative mechanism for sharing system feedback.

DESCRIPTION OF RESPONDENTS:

The population of respondents are state Criminal Justice Information Services (CJIS) Systems Officers (CSOs). Each CSO is responsible for monitoring CJIS system use, enforcing system discipline, and assuring that operating procedures are followed by all users, including users from authorized tribal government agencies, as well as other related duties. As it pertains to many CJIS systems, CSOs have responsibility for user management, to include access, ongoing training compliance, and adherence to system policies.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: <u>Usability Survey</u> |

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? Yes **X No**
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? 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	35	15 minutes	9 (hrs)
Federal Government	0	15 minutes	0 (hrs)
Totals	35	15 minutes	9 (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 *Study of Tribal Access to CJIS Systems (STACS) Survey* is approximately 35 state criminal justice personnel who serve as a CJIS CSOs in states that have federally recognized tribes within their boundaries. The expected response rate is at least 75%. (The burden hours above represent a 100% response rate in the survey; as a specialized population, the Tribal Task Force anticipates a high rate of participation). The collection is a voluntary request to elicit basic feedback on authorized tribal access to FBI CJIS systems via state managed connections. The respondents will be invited to participate in the collection via an e-mail invitation which will contain a link to an online survey 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 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 CJIS Division’s Advisory Process Tribal Task Force. In an effort to fully understand and identify CJIS system use barriers experienced by tribal agencies, the Tribal Task Force is asking CJIS Systems Officers (CSOs) that have federally recognized tribes within their boundaries, to complete a brief questionnaire about your experiences with authorized tribal access to FBI CJIS systems via state managed connections.

The questionnaire can be accessed here: < <https:insert link to the survey.>> You can also cut and paste this link into any browser. All feedback is submitted to us anonymously (we do not collect IP addresses or geo-location data). 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](tel:304-625-1234). Thank you for your support of the CJIS Division Tribal Task Force.

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.