

Diversion Control Information Technology Modernization Effort

Industry Survey-- Introduction

This survey's purpose is to help the Diversion Control Division improve the applications developed for DEA registrants and other services provided to the registrant community. Questions about the survey may be directed to Diversion.Control.IT.Modernization.Survey@dea.gov.

This survey will not address questions of policy or guidance. Please direct input regarding policy or guidance to DPW@dea.gov.

General

Please select your business category(ies). If you have registrations covering multiple business categories, please ensure that you take that into account as you respond to the survey questions.

- | | |
|--|--|
| <input type="checkbox"/> Practitioner (MD, DO, DDS, DMD, DVM, DPM) | <input type="checkbox"/> Researcher |
| <input type="checkbox"/> Mid Level Practitioner (NP, PA, OD, etc.) | <input type="checkbox"/> Canine Handler |
| <input type="checkbox"/> Pharmacy | <input type="checkbox"/> Analytical Lab |
| <input type="checkbox"/> Hospital/Clinic | <input type="checkbox"/> Chemical Manufacturer |
| <input type="checkbox"/> Teaching Institution | <input type="checkbox"/> Chemical Importer |
| <input type="checkbox"/> Manufacturer | <input type="checkbox"/> Chemical Exporter |
| <input type="checkbox"/> Importer | <input type="checkbox"/> Chemical Distributor |
| <input type="checkbox"/> Exporter | <input type="checkbox"/> Narcotic Treatment Clinic |
| <input type="checkbox"/> Distributor | |
| <input type="checkbox"/> Reverse Distributor | |

Applications

Please indicate which of the following applications you've used in the past **year**.

- Registration Renewal
- Registration Modification
- Registration Verification
- Registrant Data Access
- Automation of Reports and Consolidated Ordering System (ARCOS)
- Bulk Chemical Manufacturer Reports (BCM Online)
- Chemical or Controlled Substance Import/Export Declarations
- Controlled Substance Ordering System (CSOS)
- Theft/Loss Reporting (TLR)
- Year-End Reporting
- Suspicious Orders Reporting System (SORS)
- Quotas

Conference Registration

Select the applications you use the most. You may choose up to five.

Name of Application	Frequency of use

For each application selected, please indicate your agreement/disagreement with the following statements:

Name	The application is easy to learn and easy to use	The application makes it clear what data is expected to be entered into it, and what output or results are available for users.	The application provides useful data or performs a useful function.	The application performs tasks such as upload and download of data quickly and efficiently.
[Application 1]	[Rating choice]	[Rating choice]	[Rating choice]	[Rating choice]
[Application 2]	[Rating choice]	[Rating choice]	[Rating choice]	[Rating choice]
[Application 3]	[Rating choice]	[Rating choice]	[Rating choice]	[Rating choice]
[Application 4]	[Rating choice]	[Rating choice]	[Rating choice]	[Rating choice]
[Application 5]	[Rating choice]	[Rating choice]	[Rating choice]	[Rating choice]

List of Applications available for the survey

- Registration Renewal
- Registration Modification
- Registration verification
- Registrant Data Access
- Automation of Reports and Consolidated Ordering System (ARCOS)
- Bulk Chemical Manufacturer Reports (BCM Online)
- Chemical or Controlled Substance Import/Export Declarations
- Controlled Substance Ordering System (CSOS)
- Theft/Loss Reporting (TLR)
- Year-End Reporting
- Suspicious Orders Reporting System (SORS)
- Quotas
- Conference Registration

Frequency of Use Options

- Every three years
- Every year
- Every quarter
- Every month
- Weekly
- Daily
- As needed/required

Application Element Ratings

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Not applicable

Proposed Changes

The following application changes are being considered for research, development, and deployment. Use the dropdown box to rank their potential usefulness to your operations.

- a. Rank selections
 - i. Highly Useful
 - ii. Very Useful
 - iii. Useful
 - iv. Somewhat Useful
 - v. Not useful

Description	Rank
A Diversion Control Portal login will permit users to access DEA Diversion Control Division applications with a single login.	
A dashboard functionality that will permit users to see their registration information, DEA events, and other useful information at a glance upon login.	
An Application Programming Interface (API) will permit authorized users and services to connect to Diversion Control data (such as registration validation data).	
Mobile applications will facilitate registration activities using mobile platforms.	
Other—please describe a function not listed above and not currently available that would be useful in your operations.	(No rank—this would be a free text field of up to 1000 characters allowing them to describe function(s) they desire.)

Application Suggestions

Please use the area below to provide any additional comments, questions, or suggestions that would improve your experience with Diversion Control Division applications. (Limit to 1500 characters)

Static Website

How often do you access the Diversion Control Division's website (www.deadiversion.usdoj.gov)?

How do you use the website? (Mark all that are true)

- I use the website to access Diversion Control Division applications such as Registration Renewal, Registration Modification, Order Forms, or ARCOS.
 - Please rate your interactions with the website by responding to the following statements
 - It is easy to find and access the applications I need through the DEA Diversion Control Division website.
 - (rating)
 - Applications I access through the DEA Diversion Control Division website load quickly.
 - (rating)
 - How often do you use the DEA Diversion Control Division website for this purpose?
 - Rating
 - Please indicate the importance of this usage to your operations
 - Vital
 - Very Important
 - Important
 - Somewhat Important
 - Unimportant
- I use the website to research DEA policies and guidance or to download important documents like the OrangeBook.
 - Please rate your interactions with website by responding to the following statements
 - It is easy to find and access the policies, guidance, and documents I need on the DEA Diversion Control Division website.
 - (rating)
 - The DEA Diversion Control Division website facilitates quick and easy downloads of important documents
 - (rating)
 - How often do you use the DEA Diversion Control Division website for this purpose?
 - Rating
 - Please indicate the importance of this usage to your operations
 - Vital
 - Very Important
 - Important
 - Somewhat Important

- Unimportant
- I use the website to keep up with announcements from the DEA Diversion Control Division
 - Please rate your interactions with website by responding to the following statements
 - It is easy to find and access information about conferences, announcements, changes, etc., on the DEA Diversion Control Division website.
 - (rating)
 - How often do you use the DEA Diversion Control Division website for this purpose?
 - Rating
 - Please indicate the importance of this usage to your operations
 - Vital
 - Very Important
 - Important
 - Somewhat Important
 - Unimportant
- I use the website to find out information about my local DEA Diversion Control Division field office.
 - Please rate your interactions with the website by responding to the following statements
 - It is easy to locate the contact information for my local DEA Diversion Control field division on the DEA Diversion Control Division website.
 - How often do you use the DEA Diversion Control Division website for this purpose?
 - Rating
 - Please indicate the importance of this usage to your operations
 - Vital
 - Very Important
 - Important
 - Somewhat Important
 - UnimportantSu

Website Suggestions

Please use the area below to provide any additional comments, questions, or suggestions that would improve your experience with Diversion Control Division website. (Limit to 1500 characters)

Support Center

Have you contacted the support center for assistance in the past year? (Y/N)

If yes, please indicate the reason you contacted the support center: [multiple choice selection]

- Unable to log in
- Misplaced Certificate
- Receipt Issue
- Refunds

- o Questions about applying
- o Status of application/renewal
- o Questions about eligibility to apply
- o Unable to reach local office
- o Questions about the Controlled Substance Ordering System (CSOS)

If Yes, please rate your agreement with the following statements:

Interaction type (Email, Phone)	Issue [Table will be populated with the selections the recipient made above]	The support center provided useful information or resolved my issue	The support center representatives were professional and courteous during our interaction	The support center representatives were knowledgeable about basic DEA policy	The support center resolved my issue quickly.	How long did you wait before a support center representative took your call? (Selections: Less than a minute, more than a minute, a few minutes, more than ten minutes)	How long did it take to resolve your issue? (Selections: Less than a minute, more than a minute, a few minutes, more than ten minutes)

Support Center Suggestions

Please use the area below to provide any additional comments, questions, or suggestions that would improve your experience with Diversion Control Division support center. (Limit to 1500 characters)

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. Public reporting burden for this collection of information is estimated to average 14 minutes/hours per response, including time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond to this collection is voluntary. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Justice, Regulatory Drafting & Policy Support Section (DPW), 600 Army Navy Drive Arlington VA 22202 United States and reference the OMB Control Number-1117-0NEW. Note: Please do not return the completed survey to this address.