SHOT Show Survey: Partial Point of Contact States

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15 Questions – 5 minutes

1. **I am an FFL who...** [multiple choice]
   a. Uses NICS E-Check or Phones
   b. Uses XML
   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 often do you submit a background check using NICS E-Check versus calling in a check?**
   a. 100% E-Check
   b. 75% E-Check / 25% Call Center
   c. 50% E-Check / 50% Call Center
   d. 25% E-Check / 75% Call Center
9. **Overall, how satisfied are you with NICS E-Check?**
   a. Very satisfied
   b. Somewhat satisfied
   c. Neutral
   d. Somewhat dissatisfied
   e. Very dissatisfied
10. **Rank (1 to 5) how easy it is for you to complete the following tasks using NICS E-Check. 1 is very easy, 5 is very difficult.**
    __ Submit a Search
    __Retrieve a Status
    __Check NTN History
    __Resetting a Password
    __Unlocking User Accounts

11. **What is your preferred Internet Browser?**
    a. Internet Explorer
    b. Apple Safari
    c. Mozilla Firefox
    d. Google Chrome
    e. Other: _____
12. **What device(s) do you use to submit background checks and how often do you use each?**

	100% of the time	75% of the time	50% of the time	25% of the time	Used it once	Never use
Tablet	○	○	○	○	○	○
iPad	○	○	○	○	○	○
Cell Phone	○	○	○	○	○	○
Computer	○	○	○	○	○	○

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	○	○	○	○	○
iPad	○	○	○	○	○
Cell Phone	○	○	○	○	○
Computer	○	○	○	○	○

14. **How responsive have NICS Customer Service Representatives been to your questions and concerns with E-Check?**
    a. Extremely responsive
    b. Very responsive
    c. Somewhat responsive
    d. No so responsive
    e. Not responsive at all
    f. Not applicable