

DCSA Post-Transaction PCL Survey Draft – DCSA.MIL WEBSITE

TOUCHPOINTS New A-11

Transaction: Navigating the DCSA.MIL website (applicant webpages)

Survey Locations:

- Investigations & Clearance Process Page <https://www.dcsa.mil/Personnel-Security/Background-Investigations-for-Applicants/Investigations-Clearance-Process/>
- Check Your Status Page <https://www.dcsa.mil/Personnel-Security/Background-Investigations-for-Applicants/Check-Your-Status/>
- Help Filling Out Forms Page <https://www.dcsa.mil/Personnel-Security/Background-Investigations-for-Applicants/Help-Filling-Out-Forms/>

We value your feedback! Please take a few minutes to let us know about your experience navigating the dcsa.mil website and what improvements could be made. This survey is voluntary, and results are collected under collection approval 0704-0595 (expires 6/30/2027). Responses are not attributable to the individual providing a response and will not be incorporated into any DCSA Privacy Act system of records – Please do not submit any Personally Identifiable Information. The survey results will have no bearing on any person undergoing a background investigation. The cumulative results will be used to improve DCSA Customer Experience.

Thank you – We look forward to your feedback!

Paperwork Reduction Act: A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with an information collection subject to the requirements of the Paperwork Reduction Act of 1995 unless the information collection has a currently valid OMB Control Number. The approved OMB Control Number for this survey is 0704-0595 (expires 6/30/2027). Without this approval, we could not conduct this survey.

Burden Estimate: The public reporting burden for this collection of information, 0704-0595, is estimated to average two minutes per response, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Defense Counterintelligence Security Agency at stepheny.l.fanning.civ@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

1. Why did you visit dcsa.mil today? (Select all that apply)

- Check my application status
- Learn more about the investigations & clearance process
- Find educational materials about the security clearance process
- Seek assistance
- Ask a question
- Other

Checkbox Option

➔ If Other,
Please specify.

FREE TEXT BOX

2. I understand DCSA's role as the primary Investigative Service Provider for the Federal Government.

- 1 – Strongly disagree
- 2 – Disagree
- 3 – Neutral
- 4 – Agree
- 5 – Strongly agree

3. Based on my interactions with the federal background investigation process thus far, I trust DCSA to deliver on their mission to provide a trusted workforce for the American public.

Thumbs-up

Thumbs-down

➔ If Thumbs-up,
What about this interaction with DCSA made the difference? (Tap/Select all that apply)

- Found what I needed
- Found what I needed quickly
- Easy to navigate
- Easy to understand
- Found something useful I wasn't looking for
- Something else (other)

Checkbox Option

➔ If Thumbs-down,

What could have been better? (Select all that apply)

- Couldn't find what I need
- Took a long time to find what I needed
- Hard to navigate
- Hard to understand
- Something else (other)

Checkbox Option

➔ If Other,
Please specify.

FREE TEXT BOX

4. Which one of the following webpages are helpful today? (Select all that apply)

- "Investigations and Clearance Process" Webpage
- "Check Your Status" Webpage
- "Help Filling Out Forms" Webpage
- Something else or none (other)

➔ If Other, **Please specify.**

FREE TEXT BOX

5. What is your affiliation for the position/security clearance you are applying for?

Select one

- Military
- Federal Civilian
- Federal Contractor
- Other Position requiring a federal background investigation
- N/A I am not applying for a federal background investigation

Checkbox Option

6. Anything else you want us to know about your experience?

FREE TEXT BOX

DISCLAIMER TEXT
Survey Disclaimer Text

Top of Form

SUCCESS TEXT HEADING
SUCCESS TEXT
Displayed after a Form is submitted.

Bottom of Form

Success

Thank you. Your feedback has been received.

An official form of the United States government. Provided by [Touchpoints](#)