

**DCSA Post-Transaction PCL Survey Draft – Standard FORM 86/85 SUBMISSION  
TOUCHPOINTS New A-11**

**Transaction:** Filling out Standard Forms for a background investigation

**Survey Location:** NBIS; The survey link will appear on the screen upon confirmation/submission of a Standard Form in NBIS. **[Survey deployment TBD November]**

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**We value your feedback!** Please take a few minutes to let us know about your experience navigating the background investigation process, what made the difference, and what could've been better. This survey is voluntary, and results are collected under collection approval 0704-0595 (expires 6/30/2027). Please do not submit any Personally Identifiable Information. Responses are not attributable to the individual providing a response and will not be incorporated into your Standard Form application or any background investigation that may be conducted by DCSA as a result of your submission of your Standard Form application. 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. How easy was it to access NBIS eAPP to complete your form (i.e. login, set up password, etc.)?**  
 Very Easy

- Easy
- Neutral
- Difficult
- Very Difficult

**2. Did you encounter any of the following errors or issues while completing your form?  
(Select all that apply)**

- No errors or issues
- Unable to access NBIS Subject Portal website
- Log in email information for NBIS Subject Portal did not work
- Only received 1 out 2 emails for NBIS Subject Portal login
- Locked Out of NBIS eAPP
- Error filling out Standard Form in eAPP
- Questions on how to complete the form
- Certifying or releasing the form
- Status of my investigation
- Other

If Other,

**Please specify.**

FREE TEXT BOX

**3. 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

**4. 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 did DSCA do well in this interaction? (Select all that apply)**

- My needs were addressed
- It was easy to complete what I needed to do
- It took a reasonable amount of time
- I understood what was asked of me throughout the process
- Something else (other)

**Text Box**

**Add Checkbox Option**

➔ If Thumbs-down,

**Where can DCSA improve? (Select all that apply)**

- My needs were not addressed
- It was difficult to complete what I needed to do
- It took too long to do what I needed to do
- I did not understand what was being asked of me throughout the process
- Something else

**Add Checkbox Option**

➔ **If something else or you would like to explain, 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
- I am not applying for a federal background investigation

**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.*

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Bottom of Form

**Success**

Thank you. Your feedback has been received.

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