



# CSTART Portal User Survey

## Center for Security Technology, Analysis, Response, and Testing (CSTART) Portal User Survey

**The creation of CSTART was authorized in 2012 with the goal of enhancing the physical security program across the National Nuclear Security Administration (NNSA) nuclear security enterprise. As part of that mission, in 2018, the CSTART portal was launched to provide a forum to improve communications and connectivity across NNSA's safeguards and security program. The primary goal of the portal is to provide relevant, easy-to-navigate content for our users, the members of the NNSA safeguards and security community. In this survey, we would like to evaluate our success in meeting those goals. We are seeking candid feedback to optimize the use of this site and continue to serve you in the future.**

Paperwork Reduction Act Burden Disclosure Statement

OMB Control Number: 1910-5160

Expiration: 10/31/2022

This data is being collected to improve the support provided by the Center for Security Technology, Analysis, Response, and Testing (CSTART) portal. The intent of the portal was to enhance the National Nuclear Security Administration's physical security program, and the data that you supply will be used to improve the information provided on the CSTART portal. The goal of this data collection is to improve the communication, collaboration, and connectivity across the nuclear security enterprise through the CSTART portal.

Public reporting burden for this collection of information is estimated to average 5 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 this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Office of the Chief Information Officer, Enterprise Policy Development & Implementation Office, IM-22, Information Collection Management Program (1910-5160), U.S. Department of Energy, 1000 Independence Ave SW, Washington, DC 20585; and to the Office of Management and Budget (OMB), OIRA, Paperwork Reduction Project (1910-5160),

Washington, DC 20503.

Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a currently valid OMB control number.

Submission of this data is voluntary.

**If you consent to participate in this survey, please click "Next."**

20%

Next





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**1. Agency or company (select from drop-down):**

**2. Site or location (select from drop-down):**

**3. How did you hear about the CSTART Portal?**

- ☐ CSTART Demonstration
- ☐ Colleague Recommendation
- ☐ Department/Working Group Briefing
- ☐ Other (please specify)

**4. Approximately how often do you use the CSTART portal?**

- ☐ More than once a week
- ☐ Once a week
- ☐ Once a month
- ☐ A few times a year

☐ Do not regularly use the site

**5. What section of the CSTART Portal do you visit most often?**

☐ Library (Lessons Learned & Best Practices, Program Documents)

☐ Physical Security Center of Excellence (PSCOE)

☐ Security Operations Center of Excellence (SOCOE)

☐ Security Management Improvement Program (SMIP)

☐ Forum

☐ Other (please specify)

**6. Do you receive the CSTART weekly newsletter?**

☐ Yes

☐ No

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Prev

Next



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## 7. How easy was it to register and request access to the CSTART portal?

- ☐ Very easy
- ☐ Easy
- ☐ Neither easy nor difficult
- ☐ Difficult
- ☐ Very difficult

## 8. How long did it take for your access request to be approved?

- ☐ Less than 1 week
- ☐ Around 1 week
- ☐ Around 2 weeks
- ☐ More than 2 weeks

## 9. Did you encounter any issues during the registration process?

- ☐ No
- ☐ Yes (please describe)

Prev

Next



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## 10. Please tell us how much you agree or disagree with the statements below:

|  | Strongly<br>Agree     | Agree                 | Neutral               | Disagree              | Strongly<br>Disagree  |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The CSTART portal is easy to navigate.                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Information can be found quickly on the CSTART portal. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Content on the CSTART portal is relevant to users.     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Information on the CSTART portal is up to date.        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Content on the CSTART portal is of high quality.       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The weekly CSTART newsletter is beneficial.            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall, I'm satisfied with the CSTART portal.         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## 11. What suggestions do you have to improve the CSTART Portal?

## 12. What content you would be interested in having on the CSTART portal?

**13. If you are willing to talk to us about your feedback, please enter your email address here.**

100%

Prev

Done